

SOLUS™ Edge

User Manual



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IMPORTANT:

Before operating or maintaining this unit, please read this manual carefully paying extra attention to the safety warnings and precautions.

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Use of Software is governed by the terms and conditions of the End User License Agreement. The diagnostic tool should not be initially operated until the End User License Agreement is read. Use of the device acknowledges your acceptance of the End User License Agreement. The Snap-on Incorporated Software End User License Agreement may be provided with the diagnostic tool, and is available at: <https://eula.snapon.com/diagnostics>.

Patent Information

For a listing of Snap-on products that are protected by patents in the United States and elsewhere, visit: <https://patents.snapon.com>

User Manual Information

This manual includes information and images applicable with diagnostic software version 18.4 and later. Some information within this manual may not be applicable with other diagnostic software versions.

The information in this manual is periodically revised to ensure the latest information is included. The current version of this manual and other technical documentation is available online from Snap-on Diagnostics.

Product Support Information

Phone / E-mail - Technical Assistance

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Website Links:

Snap-on Diagnostics and Information

- <http://diagnostics.snapon.co.uk>

Manuals / Technical Documentation - This manual is periodically revised to ensure the latest information is included. Download the latest version of this manual and other related technical documentation at:

- <https://www.snapon.com/diagnostics/uk/User-Manuals.htm>

For technical assistance in all other markets, contact your selling agent.

Product Training Videos

Diagnostic tool specific training videos are available on our website. Follow along and learn the basics of diagnostic tool operation with our free training videos.

Videos are product specific and are available at:

<http://diagnostics.snapon.co.uk> - Click on the "Training and Support" tab, select "Diagnostic Tools", then select the applicable diagnostic tool, and then select "See Quick Tips".



NOTE:

Sample titles are listed below. Not all titles may be available for all diagnostic tools, and are subject to change.

Snap-on® Training Solutions® - Training Videos (examples)	
Introduction and Navigation	Global OBD-II
Scanner Codes	Digital Multimeter
Scanner Data in PID View	Graphing Multimeter & Lab Scope
Scanner Data in Graphing View	Guided Component Tests
Fast-Track® Troubleshooter	Vehicle Specs & Resets
Functional Tests	SureTrack® & Wi-Fi

Diagnostic Quick Tips - Video Series

Snap-on Diagnostic Quick Tips videos are available at no charge on our website and on our YouTube channel. These videos are developed from real repair case studies to help professional technicians use diagnostic tools to solve specific vehicle problems (e.g. performing a Ford Relative Injector Flow Test).

Additional videos are also available showing specific diagnostic tool features (e.g. ShopStream Connect - Software Updates).



Figure 1-1

Videos are available at:

<http://diagnostics.snapon.co.uk> - Click on "Diagnostic Tools", then select the applicable diagnostic tool, then select "See Quick Tips"

<https://www.youtube.com/user/snaponscanner/videos> - Use the search function to find a title, or enter "Diagnostic Quick Tips" in the search field to see a list of all applicable titles.



NOTE:

URL links (above) and titles listed (below) are subject to change and may not be available in all markets.

A sample list of titles are listed below, other titles may be available.

Some videos may not be applicable for use with all diagnostic tools.

Snap-on® Training Solutions® - Diagnostic Quick Tips Videos (examples)	
Air/Fuel Ratio Sensor Test	Fuel Injector Voltage and Current Tests (Scope)
Alternator Ripple Test (Scope)	Fuel Pump Current Ramp Test (Scope)
BMW® Rain Sensor Calibration	Harley-Davidson® ABS Brake Bleed
CAN Bus Diagnostics (Scope)	Harley-Davidson® Functional Tests
Chevrolet® Volt Coolant Pump Bleed	Harley-Davidson® Key Fob Programming

Snap-on® Training Solutions® - Diagnostic Quick Tips Videos (examples)	
Chrysler HVAC Test	Hyundai Blind Spot Detection System Calibration
Chrysler VVT System Cleaning	Hyundai Occupant Detection System Reset
Chrysler Wheel & Tire Calibrations	Ignition Coil Current and Voltage Comparison
COP Ignition Test	Ignition Coil Current Ramp Test
Dual Screen Diagnostics: Scanner vs. Scope	Ignition Coil Primary Voltage Test
Electronic Throttle Control System Diagnostics	Ignition System Diagnostics Using the SIA2000 (Scope)
FIAT® 500 Proxi Alignment	MINI Battery Relearn
FIAT® 500 Throttle Body Relearn	Multi Channel Cam / Crank Correlation
Flex Ray Bus Diagnostics	OBD-II Mode 10 Permanent Codes
Ford Battery Monitor System	Oil Specs & Service Light Resets
Ford Coil Current RFI Test (Scope)	PID Trigger Functions (Scanner)
Ford Flash Reprogramming	Piezo Injectors Signature Test
Ford Misfire Monitor Neutral Profile Correction (Scanner)	Relative Compression Test (Scope)
Ford PATS Key Programming	ShopStream Connect - Data Manipulation
Ford Relative Compression Test	ShopStream Connect - Software Updates
Ford Relative Injector Flow Test	Speed Up Your Diagnostics (Scanner)
Ford TPMS Reprogramming	The Power of Troubleshooter Tips (Scanner)
Ford® 6.7L Transmission Solenoid Characterization	Top Level Menus: Built In Scope Training
Ford® Diesel Injector Coding	Toyota EVAP Test
VW / Audi Flexible Service Reset (Scanner)	Toyota Multiple Freeze Frame (Scanner)
	Toyota Transmission Compensation Coding

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Safety Information

READ ALL INSTRUCTIONS

For your own safety, the safety of others, and to prevent damage to the product and vehicles upon which it is used, it is important that all instructions and safety messages in this manual and the accompanying *Important Safety Instructions* manual be read and understood by all persons operating, or coming into contact with the product, before operating. We suggest you store a copy of each manual near the product in sight of the operator.

For your safety, read all instructions. Use your diagnostic tools only as described in the tool user's manual. Use only manufacturer recommended parts and accessories with your diagnostic tools.

This product is intended for use by properly trained and skilled professional automotive technicians. The safety messages presented throughout this manual and the accompanying *Important Safety Instructions* manual are reminders to the operator to exercise extreme care when using this product.

There are many variations in procedures, techniques, tools, and parts for servicing vehicles, as well as in the skill of the individual doing the work. Because of the vast number of test applications and variations in the products that can be tested with this instrument, we cannot possibly anticipate or provide advice or safety messages to cover every situation. It is the responsibility of the automotive technician to be knowledgeable of the system being tested. It is essential to use proper service methods and test procedures. It is important to perform tests in an appropriate and acceptable manner that does not endanger your safety, the safety of others in the work area, the equipment being used, or the vehicle being tested.

It is assumed that the operator has a thorough understanding of vehicle systems before using this product. Understanding of these system principles and operating theories is necessary for competent, safe and accurate use of this instrument.

Before using the equipment, always refer to and follow the safety messages and applicable test procedures provided by the manufacturer of the vehicle or equipment being tested. Use the product only as described in its user manual. Use only manufacturer recommended parts and accessories with your product.

Read, understand and follow all safety messages and instructions in this manual, the accompanying *Important Safety Instructions* manual, and on the test equipment.

Environmental Conditions:

- This product is intended for indoor use only
- This product is rated for Pollution Degree 2 (normal conditions)

Safety Signal Words

All safety messages contain a safety signal word that indicates the level of the hazard. An icon, when present, gives a graphical description of the hazard. Safety Signal words are.

DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury to the operator or to bystanders.

WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury to the operator or to bystanders.

CAUTION

Indicates a potentially hazardous situation which, if not avoided, may result in moderate or minor injury to the operator or to bystanders.

Safety Message Conventions

Safety messages are provided to help prevent personal injury and equipment damage. Safety messages communicate the hazard, hazard avoidance and possible consequences using three different type styles:

- Normal type states the hazard.
- **Bold type states how to avoid the hazard.**
- *Italic type states the possible consequences of not avoiding the hazard.*

An icon, when present, gives a graphical description of the potential hazard.

Safety Message Example

WARNING



Risk of unexpected vehicle movement.

- **Block drive wheels before performing a test with engine running.**

A moving vehicle can cause injury.

Important Safety Instructions

For a complete list of safety messages, refer to the accompanying *Important Safety Instructions manual*.

SAVE THESE INSTRUCTIONS

1.1 Content

This manual contains basic operating instructions and is structured in a manner to help you become familiar with your diagnostic tool features and perform basic operations.

The illustrations in this manual are intended as reference only and may not depict actual screen results, information, functions or standard equipment. Contact your sales representative for availability of other functions and optional equipment.

1.2 Conventions

The following conventions are used.

1.2.1 Terminology

The terms “Scanner” and “Scanner function” are used to describe the Scanner Function(s) of the diagnostic tool.

Examples:

- Select **Scanner** from the Home screen.
- From the Scanner main menu select **Continue**.
- The Scanner function provides many diagnostic tests.

The term “select” describes tapping/touching an icon on the touch screen, or highlighting an icon or menu choice and then selecting the confirmation menu choice such as **Continue, Accept, OK, Yes, or other similar** choice.

Abbreviated example for the following procedure: “Select **Brightness**”

1. Navigate to and highlight the **Brightness** selection.
2. Select **OK, or similar**, button.

1.2.2 Symbols

Different types of arrows are used. The “greater than” arrow (>) indicates an abbreviated set of selection (navigation) instructions.

Abbreviated example for the following procedure: “Select **Tools > Connect-to-PC**”

1. Select **Tools** from the home screen.
2. Highlight **Connect-to-PC** on the Tools menu.
3. Select **Connect-to-PC**.

The solid arrows (◀, ▶, ▼, ▲) are navigational instructions for the four directions of the directional buttons.

Example: Press the down ▼ arrow.

1.2.3 Bold Text

Bold emphasis is used in procedures to highlight selectable items such as control buttons, icons and menu options.

Example: Press the **OK** button

1.2.4 Notes and Important Messages

The following messages are used.

Notes

A NOTE provides helpful information such as additional explanations, tips, and comments.

Example:

**NOTE:**

For additional information refer to...

Important

IMPORTANT indicates a situation which, if not avoided, may result in damage to the test equipment or vehicle.

Example:

IMPORTANT:

Do not disconnect the data cable while the diagnostic tool is communicating with the ECM.

1.2.5 Hyperlinks

Hyperlinks, or hot links, that take you to other related articles, procedures, and illustrations are available in electronic documents. Blue colored text indicates a selectable hyperlink.

Example:

IMPORTANT:

Read all applicable [Safety Information](#) before using this diagnostic tool!

1.2.6 Procedures

An arrow icon in the left-margin area indicates a procedure.

Example:

**To change screen views:**

1. Select the **Graph** icon.
The dropdown menu displays.
2. Select an option from the menu.
The screen layout changes to the format selected.



This chapter introduces the basic features of the diagnostic tool, including the control buttons, data connections, battery pack and power sources. Technical Specifications are provided at the end of this chapter.

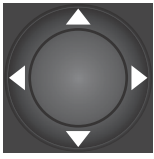


2.1 Control Buttons

There are four “push type” control buttons and one “thumb pad rocker type” multi-directional button located on the right side of the diagnostic tool. All other diagnostic tool operations are controlled through the touch screen.



Figure 2-1 Front view

Item	Button	Description	
1		N/X or Cancel - Push type button	<ul style="list-style-type: none"> To exit a menu or program. To close an open list and return to the previous menu or screen. To answer “No” when a yes/no choice is given.
2		Y/✓ or Accept - Push type button	<ul style="list-style-type: none"> To confirm a selection from a menu or program To select an item that was highlighted using the direction arrows. To advance to the next screen in a series. To answer “Yes” when a yes or no choice is given.

Item	Button	Description	
3		Directional - Thumb pad rocker type buttons	Buttons move the cursor or highlight in their respective direction: <ul style="list-style-type: none"> • Up (▲) • Down (▼) • Left (◀) • Right (▶)
4		S (Shortcut) - Push type button	Programmable function button that can provide a shortcut for performing a variety of routine tasks. Refer to Configure Shortcut Button , on page 65 for additional information.
5		Power (On/Off) - Push type button	Turns the diagnostic tool on and off. Also, press and hold for 5 seconds for emergency shutdown

2.2 Data and Power Connections

Connectors and jacks for data communication cables and the AC Power Supply are located on the top of the diagnostic tool.

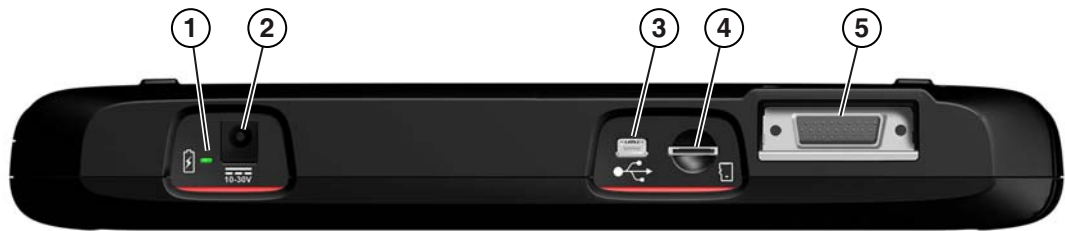


Figure 2-2 Top view

Item	Description
1	Battery Status Indicator LED <ul style="list-style-type: none"> • Green - battery is fully charged • Red - battery is charging • Amber - indicates a battery issue
2	DC Power Supply Jack - AC power supply connection
3	Mini USB Jack - USB cable connection used to transfer saved data files to a personal computer
4	Micro secure digital (uSD) Card - contains operating system programming. IMPORTANT The uSD card must be installed for the diagnostic tool to operate. Do not remove the uSD card while the diagnostic tool is powered on.
5	Data Cable Connector - Data cable connection used to connect the diagnostic tool to a vehicle data link connector

2.3 Battery Pack and Stand



- 1— Battery Pack
- 2— Battery Cover
- 3— Built in-Stand (shown open) - The built-in stand extends from the back of the diagnostic tool and clips into the diagnostic tool for storage.

Figure 2-3 Back view

2.4 Power Sources

Your diagnostic tool can receive power from any of the following sources:

- [Internal Battery Pack](#)
- [AC Power Supply](#)
- [Vehicle Power](#)

2.4.1 Internal Battery Pack

The diagnostic tool can be powered from the internal rechargeable battery pack. A fully charged battery provides sufficient power for about 3.5 hours of continuous operation.

The battery is recharged when an external power source is connected. Battery charging occurs when the diagnostic tool is connected to a vehicle data link connector (DLC) using the Data Cable or when the AC Power Supply is connected to a live AC power source.

The Battery Status Indicator LED (located next to the DC power supply jack) indicates battery status ([Figure 2-3](#)).

- **Green** - indicates battery is fully charged
- **Red** - indicates battery is charging
- **Amber** - indicates a battery issue. This is usually caused by excessive battery temperature (above 104°F/40°C), which disables charging. Allow the diagnostic tool to cool down before continuing operation.

2.4.2 AC Power Supply

The diagnostic tool can be powered from a standard AC outlet using the AC power supply. The connector on the end of the output cable of the AC power supply attaches to the DC power supply input jack on top of the diagnostic tool. Use only the AC power supply provided.

IMPORTANT:

Never connect the AC power supply to the DC power supply input on the diagnostic tool when the diagnostic tool is communicating with a vehicle.

2.4.3 Vehicle Power

All OBD-II/EOBD vehicles have vehicle battery power (B+) available on the DLC. The diagnostic tool is powered through the Data Cable when connected to the vehicle DLC. A green LED indicator on the DLC end of the data cable, illuminates when power is being supplied to the cable. If the LED fails to illuminate, check that the data cable is properly connected and then check the DLC power circuit. See [Data Cable Connection](#), on page 17 for additional data cable information.

An optional power cable is required when testing non-OBD-II/EOBD models that do not have vehicle battery power (B+) available on the DLC. Contact your sales representative for availability.

IMPORTANT:

Never connect the optional power cable to the DC power supply input on the diagnostic tool when the diagnostic tool is communicating with a vehicle.

2.5 Technical Specifications

Item	Description / Specification
Touch Screen	Resistive Touch Panel
Display	8.0 inch diagonal, Color LCD
	800 x 480 resolution SWVGA
Battery	Rechargeable lithium-ion battery pack
	Approximately 3.5 hour run time
	Approximately 5 hour charge time
DC Jack Operating Voltage	10 to 30VDC
Width	11.1 in. (281 mm)
Height	6.3 in. (160 mm)
Depth	1.6 in. (40.3 mm)
Weight (including battery):	2.6 lb (1.18 kg)
Operating Temperature Range (ambient)	At 0 to 90% relative humidity (non-condensing) 32 to 113°F (0 to 45°C)
Storage Temperature (ambient)	At 0 to 70% relative humidity (non-condensing) -4 to 140°F (-20 to 60°C)
Environmental Conditions	This product is intended for indoor use only
	This product is rated for Pollution Degree 2 (normal conditions)
Power Supply	Supply Rating; 15 VDC, 2A

Basic Operation and Navigation

This chapter describes basic diagnostic tool operation, navigation, screen layout, icon functions, and screen messages. Before you operate the diagnostic tool, make sure the battery pack is fully charged or the diagnostic tool is powered by the AC power supply.

3.1 Turning On/Off and Emergency Shutdown

The following sections describe how to turn the diagnostic tool on and off and how to perform an emergency shutdown.

3.1.1 Turning On

The diagnostic tool will automatically turn on and open the Home screen ([Figure 3-1](#)) when power is supplied through the Data Cable or by the AC Power Supply. If the diagnostic tool does not automatically turn on, press and release the Power button on the front of the diagnostic tool to turn the diagnostic tool on.

3.1.2 Turning Off

IMPORTANT:

All vehicle communication must be terminated **BEFORE** turning off the diagnostic tool. A warning message displays if you attempt to turn the diagnostic tool off while communicating with the vehicle. Forcing a shut down while communicating may lead to ECM problems on some vehicles. Never disconnect the Data Cable when the diagnostic tool is communicating with the vehicle ECM.

**To turn off the diagnostic tool:**

1. Press the **N/X** button or select the **Back** or **Home** icon to navigate to the Home screen.
The “stopping communication” message appears briefly before the Home screen displays.
2. Disconnect the diagnostic tool Data Cable from the vehicle.
3. Press and release the **Power** button.
A confirmation screen displays.
4. Press the **Y/✓** button or select **OK** from the menu to turn the diagnostic tool off. To continue operating, press the **N/X** button or select **Cancel** from the menu.

3.1.3 Emergency Shutdown

IMPORTANT:

Using the emergency shutdown procedure while communicating with the vehicle ECM may lead to ECM problems on some vehicles.

During normal operation turn the diagnostic tool off using the *Turning Off* procedure above. The emergency shutdown procedure should only be used if the diagnostic tool does not respond to navigation or control buttons or exhibits erratic operation. To force an emergency shutdown, press and hold the **Power** button for five seconds until the diagnostic tool turns off.

3.2 Basic Navigation

3.2.1 Home Screen Layout

The Home screen includes a title bar and main body. The Home screen contains icons, one for each of the primary diagnostic tool functions.

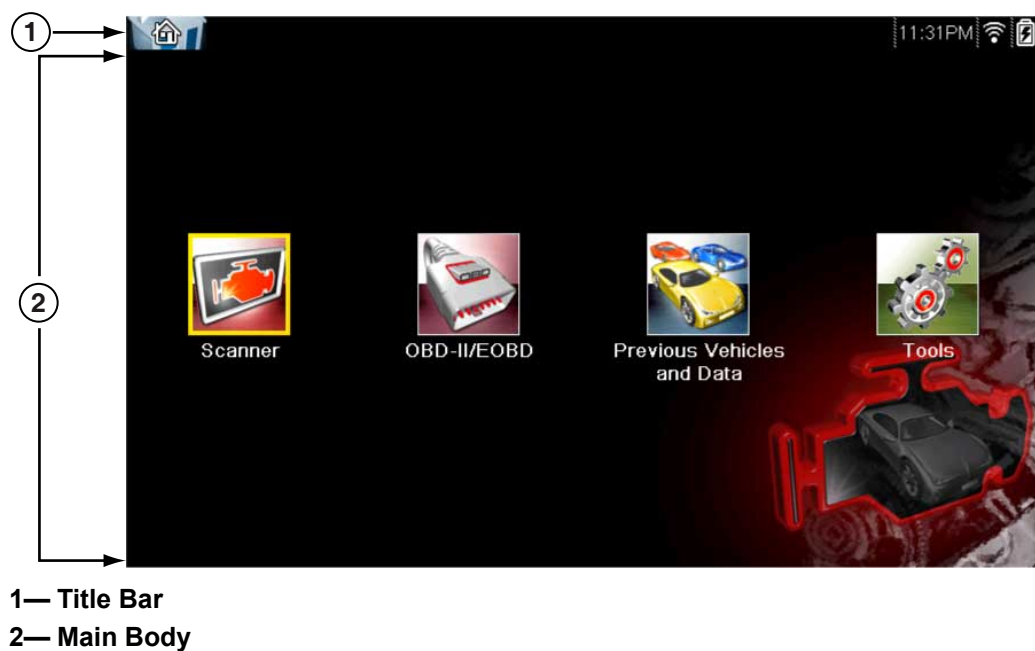


Figure 3-1 Home screen

3.2.2 Title Bar

The title bar at the top of the screen provides basic information about current diagnostic tool operating conditions. Title bar options vary depending upon vehicle make and model, what function is active, what test is being performed, or what menu is selected. The title bar contains information only, there are no selectable items.

Elements of the Title bar let you know at a glance:

- What diagnostic tool function is currently active.
- The current time.
- Wi-Fi signal strength
- The source and status of the power being supplied to the diagnostic tool.






An active function icon is always displayed along the left-hand edge of the Title bar. These icons resemble their Home screen icon counterparts in appearance and color. The name of the function displays to the right of the icon on some screens.

A real time clock displays to the left of the power supply icon. The clock is powered by a dedicated internal battery, so the correct time is maintained even when the main battery pack is discharged. Use the Tools function to set the clock and format how time is displayed. See [Clock Settings](#), on page 71 for additional information.

The Title bar displays other information that varies depending upon what functions are being performed. Other information may include:

- The identification (ID) of the test vehicle
- The name of the active menu or function
- The name of the test being performed

Table 3-1 *Title Bar Icons*





Icon	Function	Icon	Function
	Full Battery Charge Level - Indicates power is being supplied by the internal battery pack. Horizontal bars diminish as the battery discharges.		Active Vehicle Communication - Indicates the diagnostic tool is actively communicating with a vehicle.
	Low Battery Charge Level - Indicates the internal battery pack is low and needs to be recharged immediately. A warning message will also display on the screen when the battery gets low.		Wi-Fi Signal Strength - Indicates signal strength of the wireless network connection. Three bars - indicate full strength signal Zero to 1 bar - indicate weak or no signal
	External Power Connected - Indicates power is being supplied through the data cable connection to a vehicle or by the AC Power Supply.		

3.2.3 Home Screen Icons

Each available diagnostic tool function is represented by an icon on the home screen. The table below provides descriptions of the icon functions.










Select an icon from the Home screen to launch a function. You can also use the control buttons to activate a function, a yellow border around the icon indicates it is highlighted, or in focus. Use the Directional buttons (◀, ▶, ▲, ▼) to highlight the desired function and then press the Y/✓ button to select it. A “please wait” message may display briefly, then automatically clear once the function is loaded and ready for use.

Table 3-2 Home screen icons

Function Name	Function Icon	Description
Scanner		Used to communicate with the electronic control systems of a vehicle. This function allows you to retrieve diagnostic trouble codes (DTCs), view PID data and perform diagnostic tests. See Scanner , on page 18 for details.
OBD-II/EOBD		Allows you to access generic OBD-II/EOBD data and tests without identifying the vehicle being tested. See OBD-II/EOBD , on page 49 for details.
Previous Vehicle & Data		Allows you to quickly reconfigure the diagnostic tool to a recently tested vehicle and to access saved data files. See Previous Vehicles and Data , on page 59 for details.
Tools		Allows you to adjust diagnostic tool settings to your personal preferences and perform other special functions. See Tools , on page 63 for details.

3.2.4 Common Toolbar Control Icons

Common control icon functions are described in the following table. Specific function control icons are described in their applicable chapters. Displayed control icons vary depending on the active function or test. Select a control icon on a screen to activate a control function. You can also use the control buttons to activate a function, a yellow border around the icon indicates it is highlighted, or in focus. Use the Directional buttons (◀, ▶, ▲, ▼) to highlight the desired function and then press the Y/✓ button to select it.

Icon	Function	Icon	Function
	Back - Returns to the previously viewed screen. Icon is located on the left-hand edge of the toolbar.		Record - Indicates the data being displayed is paused and not being updated. Selecting resumes data collection.
	Home - Returns to the Home screen. Icon is located next to the Back icon on the left side of the toolbar.		Tools - Opens the tools menu.
	Save - Writes data from buffer memory to a file. The saved "movie" file can be accessed for future reference by selecting Previous Vehicles and Data > View Saved Data .		
<i>The control icons below are used to navigate through paused or saved "movie" files during playback.</i>			
	Step Forward - allows forward movement in singular steps. To quickly step forward, select this icon (yellow frame appears) then press and hold the Y/✓ button. (Note: To quickly step forward during Scanner data playback, press and hold the icon down until a red frame appears around the icon.)		Step Back - allows backward movement in singular steps. To quickly step backward, select this icon (yellow frame appears) then press and hold the Y/✓ button. (Note: To quickly step backward during Scanner data playback, press and hold the icon down until a red frame appears around the icon.)
	Skip Forward - allows forward movement in multiple steps. To quickly skip forward, select this icon (yellow frame appears around icon) then press and hold the Y/✓ button		Skip Back - allows backward movement in multiple steps. To quickly skip backward, select this icon (yellow frame appears around icon) then press and hold the Y/✓ button.

3.2.5 Scroll Bar

A vertical scroll bar appears along the right-hand edge of the screen when additional data expands above or below what is currently on the screen (Figure 3-2).

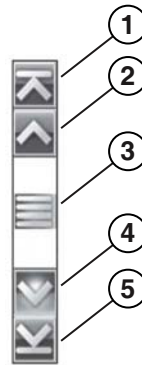


Figure 3-2 Scroll bar

- 1— **Beginning** - Moves to beginning of data displayed
- 2— **Step up** - Moves up one increment of the data displayed
- 3— **Slider (position indicator)** - Select and drag the **Slider** to scroll through data. The slider indicates the relative position of the current screen to the total available data.
- 4— **Step down** - Moves down one increment of the data displayed
- 5— **End** - Moves to end of data displayed

The Up (▲) and Down (▼) directional buttons can also be used to move through the data one line at a time. Press and hold a directional button to rapidly scroll through data.

3.3 Screen Messages

3.3.1 System Messages

There are four types of system messages that may be displayed:

Message Type	Description
Loading and Connecting	Loading and connecting messages display when the diagnostic tool is performing an internal operation, such as loading a database, establishing communications with the vehicle, or initiating a test. The message automatically clears once the internal operation is complete.
Confirmation	Confirmation messages inform you when you are about to perform an action that cannot be reversed or when an action has been initiated that requires a confirmation to continue. When a response is not required, the message displays briefly, then disappears.
Warning	Warning messages inform you when completing the selected action may result in an irreversible change or in the loss of data. A confirmation is required to continue.
Error	Error messages inform you when a system or procedural error has occurred, for example if the data cable becomes disconnected during operation.

3.3.2 Communication Messages

When “no communication” messages are displayed, it indicates the diagnostic tool and the vehicle electronic control module are not communicating.

The following conditions cause “no communication” messages to display:

- The diagnostic tool is unable to establish a communication link with the vehicle.
- The vehicle is not equipped with the system that was selected.
- There is a loose connection.
- There is a blown vehicle fuse.
- There is a wiring fault on the vehicle.
- There is a circuit fault in the data cable or adapter.
- Incorrect vehicle identification was entered.

Refer to the Vehicle Communication Software manuals for manufacturer-specific problems.

3.4 Data Cable Connection

Connection of the data cable to the diagnostic tool and vehicle DLC is required for Scanner and OBD-II/EOBD testing.

Depending on the vehicle, the supplied DA-4 data cable may be used alone or may require optional adapters.

- **All OBD-II/EOBD compliant vehicles** - Use the supplied DA-4 data cable. The 26-pin end of the cable attaches to the data cable connector on the top of the diagnostic tool. The 16-pin end connects to the vehicle DLC. The cable connectors are secured with captive screws.
- **All non-OBD-II/EOBD (OBD-I) compliant vehicles** - Use the supplied DA-4 data cable with the optional DA-5 adapter and a manufacturer specific adapter. The 26-pin end of the cable attaches to the data cable connector on the top of the diagnostic tool. The 16-pin end connects to the DA-5 adapter, the DA-5 adapter connects to the manufacturer specific adapter and then connects to the vehicle DLC. The cable connectors are secured with captive screws.

On-screen cable and adapter connection instructions are provided while using the Scanner and OBD-II/EOBD functions. The instructions may also include the location of the vehicle DLC ([Figure 3-3](#)). If required, additional connection information can be found in the appropriate vehicle communication software manual for the vehicle. Vehicle communication software manuals are available online, see the website information at the front of this manual

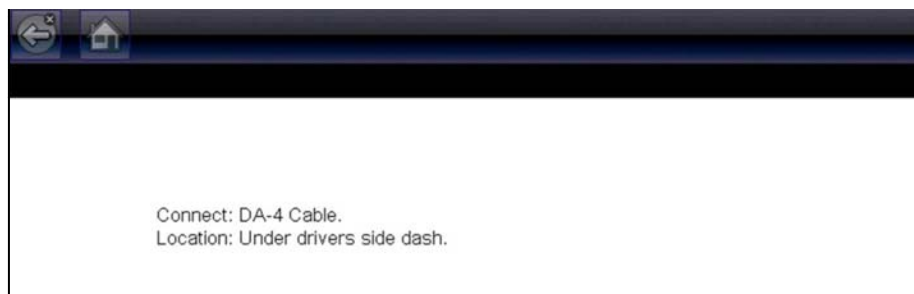


Figure 3-3 Vehicle connection data cable message

For data cable vehicle power connection information, see [Vehicle Power](#), on page 8.



To connect the data cable to the vehicle:

1. Follow the on-screen instructions for connecting to the vehicle ([Figure 3-3](#)).
2. Select **Continue** once the data cable is connected.
The diagnostic tool establishes communication then displays a list of available tests. If the diagnostic tool is unable to establish a communications link, a "no communications" message displays.
3. Select from the available tests to open a submenu of test options.

This chapter describes the basic operation of the Scanner function.

The **Scanner** icon is located on the Home screen.

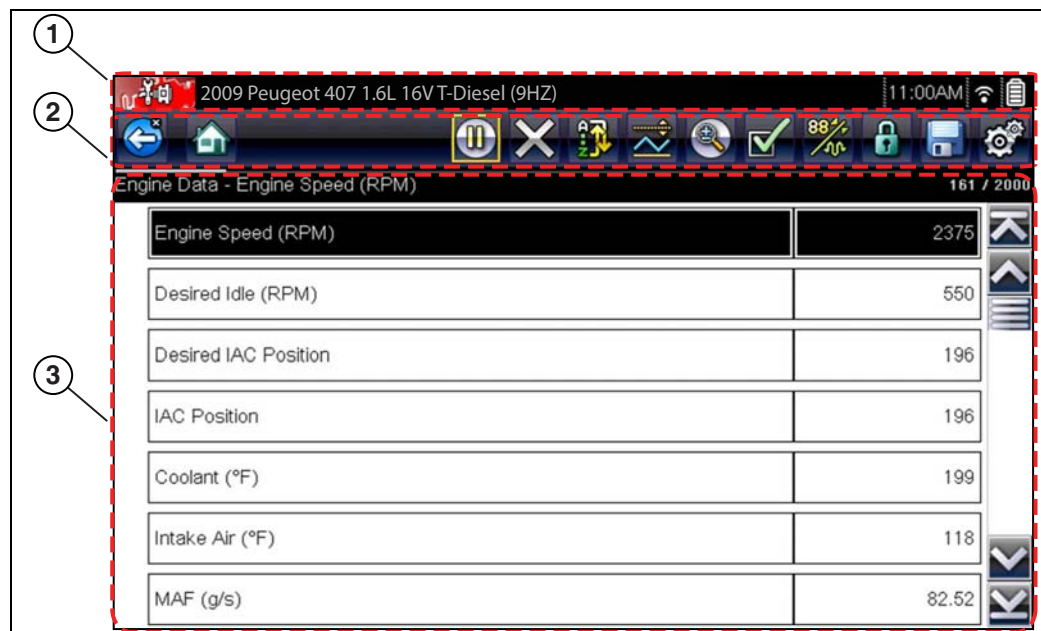


The Scanner function allows your diagnostic tool to communicate with the electronic control systems of a vehicle. This allows you to retrieve diagnostic trouble codes (DTCs), view PID data and perform diagnostic tests.

4.1 Screen Layout and Toolbar Icons

The following screen layout and toolbar controls apply to both the Scanner and the OBD-II/EOBD functions.

4.1.1 Screen Layout











- 1— **Title bar**—shows active test, vehicle and diagnostic tool status
- 2— **Toolbar**—contains control icons
- 3— **Main body**—displays menus, PID and test data

Figure 4-1 Screen layout

The Title bar appears for all functions and displays information only, there are no selectable items. Refer to [Title Bar](#), on page 12 for details.

4.1.2 Scanner Control Icons

The scanner toolbar contains control icons. Control icons may vary depending on the active function or test. A yellow frame surrounding an icon (highlighted), indicates it is selected. Other control icons (not shown) are described in [Common Toolbar Control Icons](#), on page 14.

Icon	Function	Icon	Function
	Pause - Indicates PID data from the vehicle is being displayed. Selecting pauses data collection.		Custom Data List - Opens a menu for selecting which PIDs display in the list.
	Clear - Erases all the PID data in the buffer and begins a new recording. Selecting opens a confirmation message.		Change View - Changes display options between PID list or graph displays.
	Trigger - Opens a menu that allows you to set, arm, and clear threshold values that automatically trigger PID data to be saved from buffer memory to a file.		Lock/Unlock - Locks or unlocks the highlighted parameter. Locked PIDs move to the top of the list and do not scroll as you move through the data.
	Zoom - Incrementally increases and decreases the scale of the data being displayed.		Sort - Determines the order in which PIDs are listed on the screen.

4.2 Scanner Demonstration Program

The Scanner demonstration program contains actual ECM PID data that allows you to navigate and become familiar with the many capabilities of the Scanner function without actually connecting to a vehicle. The following sections in this chapter provide detailed information on navigating through the Scanner function and various menus. As you navigate through the Demonstration program, refer to the applicable section for additional information.



To start the demonstration program:

1. From the Home screen, select the **Scanner** icon.
The manufacturer menu displays.
2. Select the **Demonstration** icon.

IMPORTANT:

Do not connect a vehicle to the diagnostic tool while using the Demonstration program.

3. Follow the on-screen instructions and make the selection as needed until the confirmation screen displays.
4. Select **OK** on the confirmation screen to load the demonstration database.
A message displays "Demo mode: Do not connect to vehicle."
5. Select **Continue**.
A systems menu, which shows all of the systems available for testing, displays.
6. Select a system from the menu, then select submenus as applicable to display the desired demonstration information.

4.3 Scanner Operation



Scanner Operation (Quick Reference)

1. Connect the data cable to the vehicle, and diagnostic tool.
Note: If the diagnostic tool is turned off, when the OBD-II data cable is connected to the vehicle DLC, the diagnostic tool will automatically turn on.
2. Turn the diagnostic tool on (if required).
3. Turn the vehicle ignition switch on.
4. Select **Scanner** from the Home screen.
5. Select the vehicle year and make
6. Select **Auto** or **Manual ID** and enter the vehicle information at the screen prompts to continue.
7. Select a **System** to test.
8. Select a **Test** to be performed.



NOTE:

The above information applies to most OBD-II vehicles.

4.3.1 Connecting the Data Cable

Connection of the data cable to the diagnostic tool and vehicle DLC is required for Scanner testing, see [Data Cable Connection](#), on page 17.

4.3.2 Vehicle Identification

The vehicle must be correctly identified for the diagnostic tool to communicate and display data correctly. Menus and navigation will vary by vehicle.



Identifying a vehicle:

**NOTE:**

Menus and navigation will vary by vehicle.

1. Select **Scanner** from the Home screen.
A list of vehicle manufacturers (make) displays ([Figure 4-2](#)).
The list includes Demonstration, which opens the Demonstration program (see [Scanner Demonstration Program](#), on page 19).
2. Select a **vehicle manufacturer** ([Figure 4-2](#)).

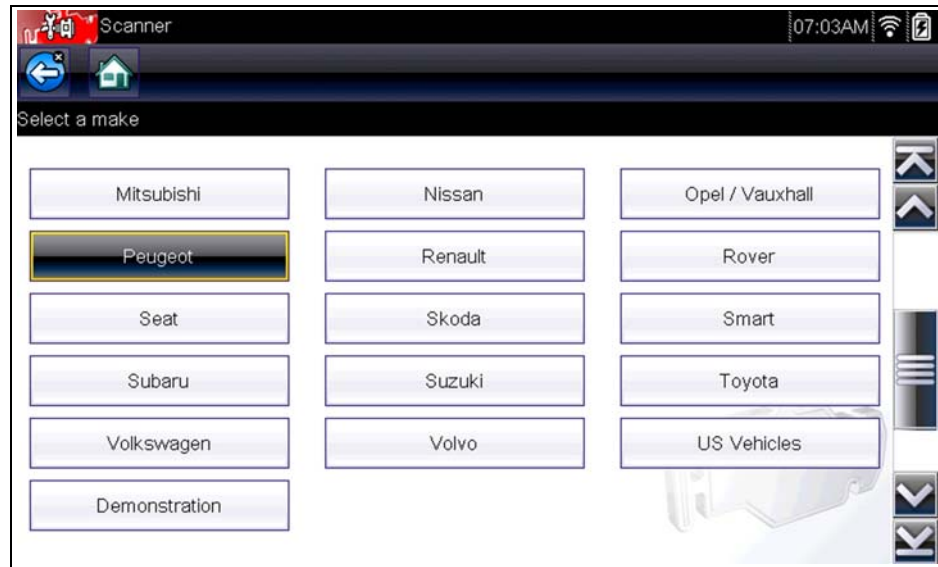


Figure 4-2 Manufacturer list

A model year menu displays.

3. Select the **vehicle year**.
4. If the vehicle supports automatic identification, a menu choice will display providing the option to either “Auto ID the vehicle” or “Manual ID the vehicle”.
 - Selecting Auto ID will automatically enter the vehicle’s information, and then display the vehicle confirmation screen, see step 7.
 - Selecting Manual ID will display a list of vehicle models, see step 5.
5. Select the **vehicle model**.
6. Several selections may be required to get to the vehicle confirmation screen. If applicable, make any other additional menu sections that may be required to select the vehicle.
7. The vehicle confirmation screen displays (Figure 4-3).
8. Select **OK** to confirm the vehicle (Figure 4-3).

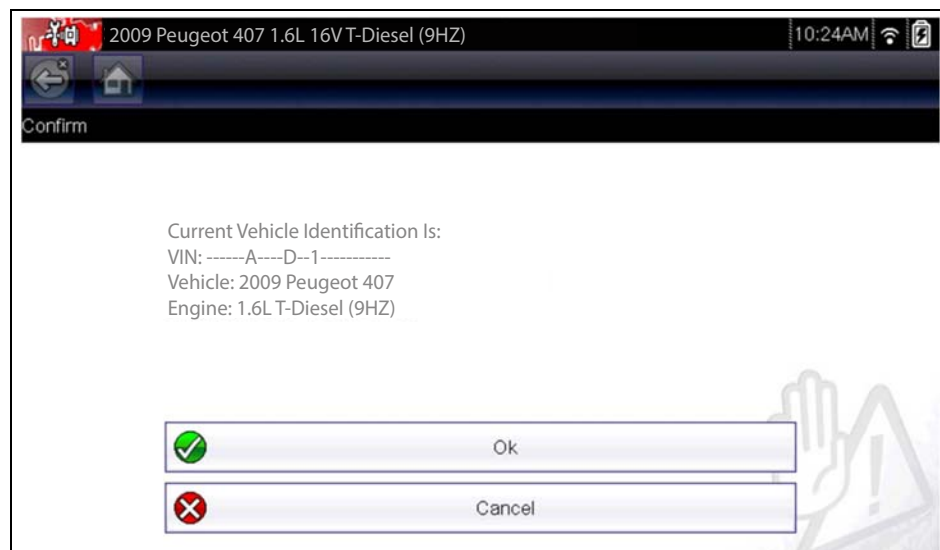


Figure 4-3 Vehicle confirmation screen

4.3.3 System Selection

After a vehicle is identified, a menu of available systems, and options are displayed (Figure 4-4).

**NOTE:**

Only the systems and options available for the vehicle are included in the menu list.

Select a system or option (Figure 4-4).



Figure 4-4 Typical systems menu

If a system (e.g. Engine, Transmission, Antilock Brakes, etc) is selected, the diagnostic tool may establish communication with the vehicle, then display the system main menu (available tests) (Figure 4-5). For sub-menu option information, see [System Main Menu Options](#), on page 23.



Figure 4-5 System main menu

4.3.4 System Main Menu Options

Once a System is selected (e.g. Engine, Transmission, Antilock Brakes, etc) is selected, the diagnostic tool may establish communication with the vehicle, then display the System Main Menu (available tests).

**NOTE:**

Menus and navigation will vary by vehicle.

The System Main Menu may include:

- **Codes Menu**—displays diagnostic trouble code (DTC) records from the vehicle electronic control module. Selecting may open a submenu of viewing options.
- **Clear Codes**—erases DTC records and other data from the ECM. This selection is found on a Codes submenu for some models.
- **Data Display**— displays PID data from the vehicle electronic control module. Selecting may open a submenu of viewing options.
- **Functional Tests**—provides specific subsystem tests. The tests vary depending on the manufacturer and model.
- **Actuator Tests**—similar to functional tests, checks the operation of certain actuators, such as solenoid valves and relays.
- **Memory Resets**—allows you to reprogram adaptive values for certain components after making repairs. Selecting opens a submenu. These options are found on the Functional Tests Menu for some models.
- **System Tests**—provides specific subsystem testing. Performing these tests is similar to functional tests.
- **Generic Functions**—lets you access certain available Generic OBD II functions from a proprietary menu (1996 and newer vehicles only).
- **Troubleshooter**—provides step-by-step procedures, integrating PIDs and retrieving trouble codes when appropriate, for specific symptoms of the identified vehicle.

The following sections, describe some of the System Main Menu items listed above.

Codes Menu

This selection may appear as Codes, Codes Menu, Codes Only, Codes (No Data), Service Codes or something similar on the menu. Selecting opens a list of viewing options that includes:

- [Display Codes](#), on page 24
- [Clear Codes](#), on page 25
- [Freeze Frame/Failure Records](#), on page 25

Display Codes

This function opens either a list of diagnostic trouble codes (DTCs) stored in the selected vehicle electronic control module (ECM), or a submenu of DTC viewing options. The code list includes the DTC and a brief description (Figure 4-6).

If SureTrack® (optional) is active and data is available for a selected DTC, additional troubleshooting information from SureTrack (e.g. Common Replaced Parts data (Figure 4-6), Real Fix and Related Fixes) will also be available. For additional information about using SureTrack, see [SureTrack](#), on page 36.

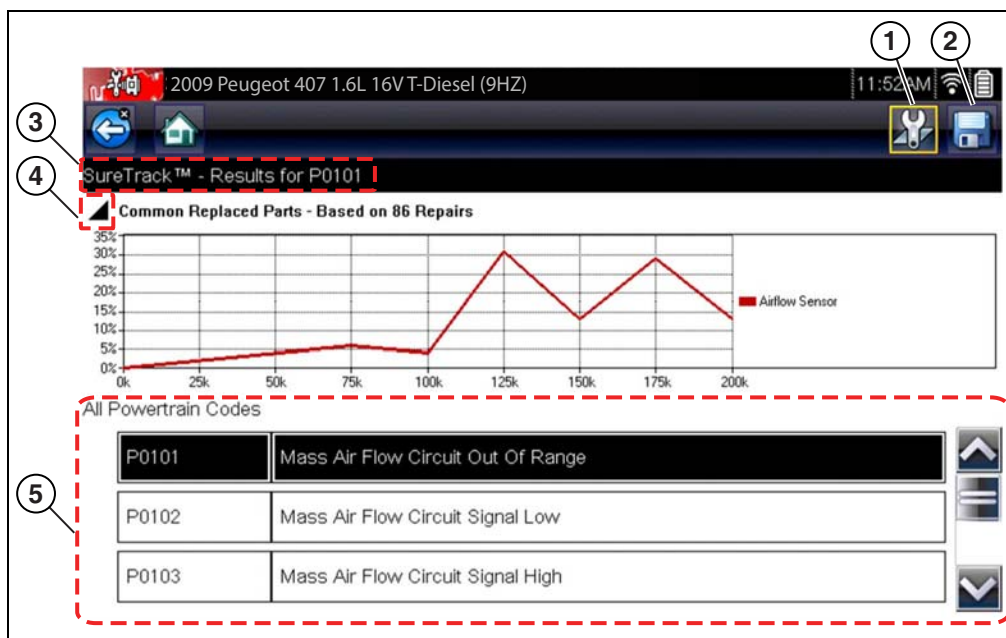


Figure 4-6 DTC results

- 1— **Fix It! Icon** — opens SureTrack Dashboard
- 2— **Save Icon** — saves the displayed DTCs to an (.XML) file
- 3— **SureTrack Status Bar** — displays active SureTrack status or result
- 4— **Common Replaced Parts Graph Icon** — toggles graph display on/off
- 5— **DTC Results List** — displays current DTCs

Submenu options may include:

- **Trouble Code Information**—opens a list of codes in ECM memory
- **History Codes**—opens a list of codes whose symptoms are not currently present. History codes indicate an intermittently occurring problem.
- **Failed This Ignition**—opens a list of codes that set during the current ignition cycle.
- **MIL SVS or Message Requested**—displays ECM requests to turn on the malfunction indicator lamp (MIL) or service vehicle soon (SVS) lamp, or display a driver information alert.
- **Last Test Failed**—displays a complete list of failed tests.
- **Test Failed Since Code Cleared**—displays a list of tests that failed since the last time codes were cleared from ECM memory.

Code Scan

See [Vehicle Code Scan / \(ALTUS™\)](#), on page 42.

Clear Codes

The diagnostic tool clears codes from the vehicle electronic control module memory on most vehicles. If this function is not available on the test vehicle, Clear Codes does not appear as a menu option.

**NOTE:**

Clear Codes is also available from OBD-II Health Check (see [OBD-II/EOBD](#), on page 49).

**To clear codes:**

1. Select **Clear Codes** from the Codes Menu.
A confirmation message displays.
2. Make sure any conditions shown on the confirmation message are met, then select **Yes**.
A “codes cleared” message displays once the operation is complete.
3. Select **Continue** to return to the Codes Menu.

IMPORTANT:

Clearing codes erases all temporary ECM information, including Freeze Frame/Failure Records. Make sure no vital diagnostic information will be lost before clearing codes.

Freeze Frame/Failure Records

This selection displays the DTC that was set, along with corresponding data, when the ECM commanded the malfunction indicator lamp (MIL) to turn on.

Saving Codes

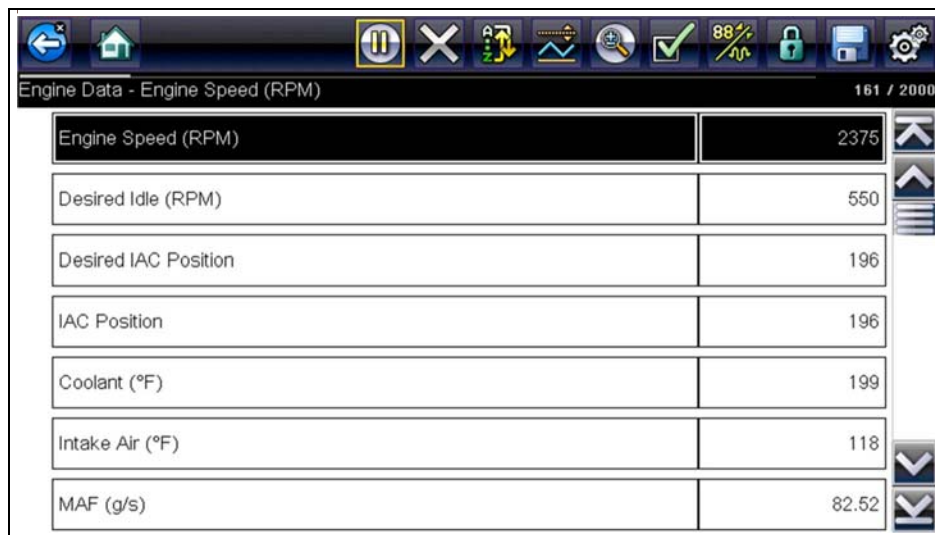
When viewing individual system codes (e.g. engine, transmission) selecting the **Save** icon from the toolbar saves the results as report formatted file.

The saved file(s) can be viewed using two methods:

- On the diagnostic tool - See [View Saved Data](#), on page 60.
- In report format using ShopStream Connect - See [Printing the \(Code Scan\) Vehicle System Report](#), on page 106.

Data Display

Select **Data** to view PID data from the vehicle ECM. In data display mode the screen has a toolbar and a main body (Figure 4-7).



The screenshot shows a software interface titled "Engine Data - Engine Speed (RPM)" with a sub-header "161 / 2000". At the top is a toolbar with various icons. Below the toolbar is a table of engine parameters:

Parameter	Value
Engine Speed (RPM)	2375
Desired Idle (RPM)	550
Desired IAC Position	196
IAC Position	196
Coolant (°F)	199
Intake Air (°F)	118
MAF (g/s)	82.52

Figure 4-7 Data display screen

The toolbar control icons are described in [Scanner Control Icons](#), on page 19 and [Common Toolbar Control Icons](#), on page 14.

During data display the main body of the screen is divided into two columns; the left-hand column has a description of the parameter and the right-hand column shows the parameter value or state. Parameters are listed in the order in which they are transmitted by the ECM, so expect variations between years, makes, and models.

Up to three parameters can be locked, or fixed, at the top of the list. Locked parameters do not change as you scroll through the parameter list. The **Lock/Unlock** icon on the toolbar selects which parameters are fixed (see [Locking Parameters](#), on page 28).

Displayed data may also be paused or saved for detailed review and future reference, see [Saving Files](#), on page 31 and [Pausing and Reviewing Data Files](#), on page 32.

Customizing the Data List

The **Custom Data List** icon on the toolbar is used to determine which specific parameters display. Minimizing the number of parameters on the data list allows you to focus on any suspicious or symptom-specific data parameters. You can add or remove most parameters from the list. Certain vital parameters may not be removed. These appear in gray at the top of the list along with a lock icon, and they cannot be selected.



NOTE:

Limiting the number of parameters that display to those that apply to a particular situation results in a faster data refresh rate, and reduces the amount of memory used for saved files.





To create a custom data list:

1. Select the **Custom Data List** icon on the toolbar.

The data selection screen displays and selection icons appear. Check marks to the left of the parameter description indicate which parameters are selected for display. A second smaller check box indicates a parameter that is locked.

The toolbar icons provide options for selecting and deselecting parameters to include or remove from the custom data list:

Icon	Description
	Select/Deselect , use to mark individual parameters to hide or display. Locked parameters cannot be deselected.
	Select All/Deselect All , use to hide or display all of the parameters in the list. Locked parameters cannot be hidden. Items at the top of the list that cannot be highlighted are locked and cannot be turned off.

2. Create a custom data list by selecting (check mark box by parameter name) the parameters to include.
3. Select **Back** to display the updated data list.

Changing Screen Views

Selecting the **View** icon opens a drop-down menu of options:

- PID List
- 1 Graph
- 2 Graph
- 4 Graph

The PID (parameter identification) List view is a 2-column display with the name of the parameters in the left column and their current values in the right column ([Figure 4-8](#)).

The 1, 2, and 4 Graph views divide the screen horizontally to simultaneously display data graphs for the indicated number of parameters ([Figure 4-8](#)). Use the scroll bar or the **up** (▲) and **down** (▼) icons to view other parameters in the list.

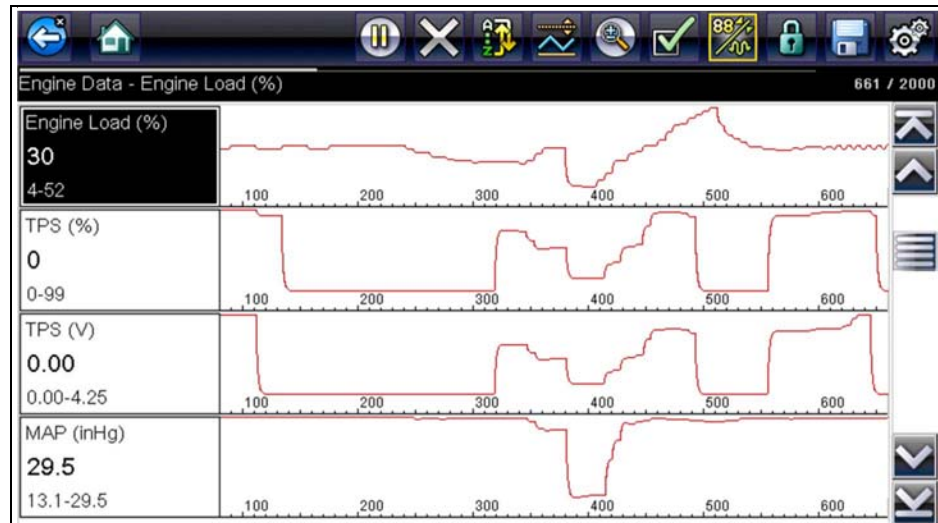


Figure 4-8 Four graph view



NOTE:

Any previously set conditions, such as held data or locked lines of data, remain in effect when the screen view is changed.

Locking Parameters

Use the **Lock/Unlock** icon to hold selected lines of the data in place and prevent them from scrolling, or to release previously locked lines of data. Up to three lines of data may be held at a time. This feature allows you to position related parameters together, making it easier to monitor their values and spot inconsistencies.

Locked parameters display as the top frames on the main body of the display screen, as well as at their usual position within the data list (Figure 4-9). A lock icon appears to the left of the parameter name to indicate it is locked.



To lock parameters:

1. Highlight the parameter to be locked.
2. Select the **Lock/Unlock** icon on the toolbar to lock it.
A copy of the locked parameter is now shown at the top of the data list, and a lock icon appears alongside the parameter name.
3. Highlight and select additional parameters to lock.

Up to three parameters can be locked at a time. Once locked, a parameter remains locked until it is manually unlocked, or communication with the vehicle is stopped.

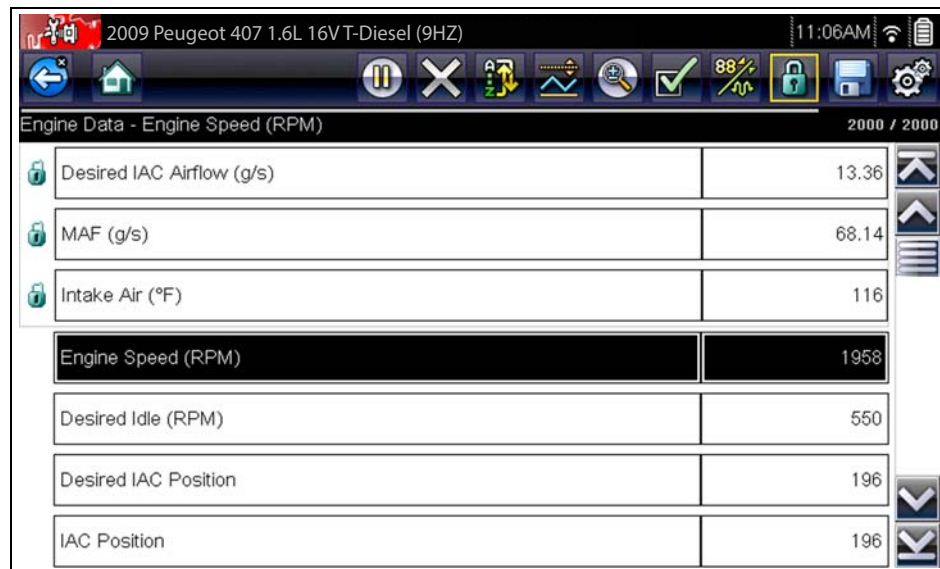


Figure 4-9 Locked parameters



NOTE:

If three parameters are locked, one of them must first be unlocked before another parameter can be locked.



To unlock parameters:

1. Scroll through the data list and highlight the parameter to be unlocked, or released.
2. Select the **Lock/Unlock** icon on the toolbar.
The released parameter and the lock icon disappear from the list at the top of the data list.
3. Repeat Step 1 and Step 2 to release other parameters if needed.

Setting Trigger Levels

The trigger icon allows you to configure the diagnostic tool to automatically save PID data from buffer memory to a file when a parameter value crosses a threshold. When triggering is armed, a "Trigger event" pauses data collection and saves data to a file.

Selecting the **Trigger** icon opens a menu that includes:

- **Set Trigger**—establishes upper and lower signal values to initiate an event capture for the highlighted parameter.
- **Arm Trigger**—activates the diagnostic tool to capture an event when the signal crosses a threshold value.
Trigger lines change colors to indicate the trigger is armed.
- **Clear All Triggers**—deletes all previously set trigger levels.

If triggers are set the menu options are:

- **Clear Trigger**—deletes set trigger levels for the highlighted parameter.
- **Disarm Trigger**—de-activates event capture capability.
- **Clear All Triggers**—deletes all previously set trigger levels.



To set trigger levels:

1. Highlight the parameter to be used for triggering the recording.
2. Select the **Trigger** icon.
3. Select **Set Trigger** from the drop-down menu.

A graph of the highlighted parameter with a trigger toolbar above it fills the main body of the screen (Figure 4-10).

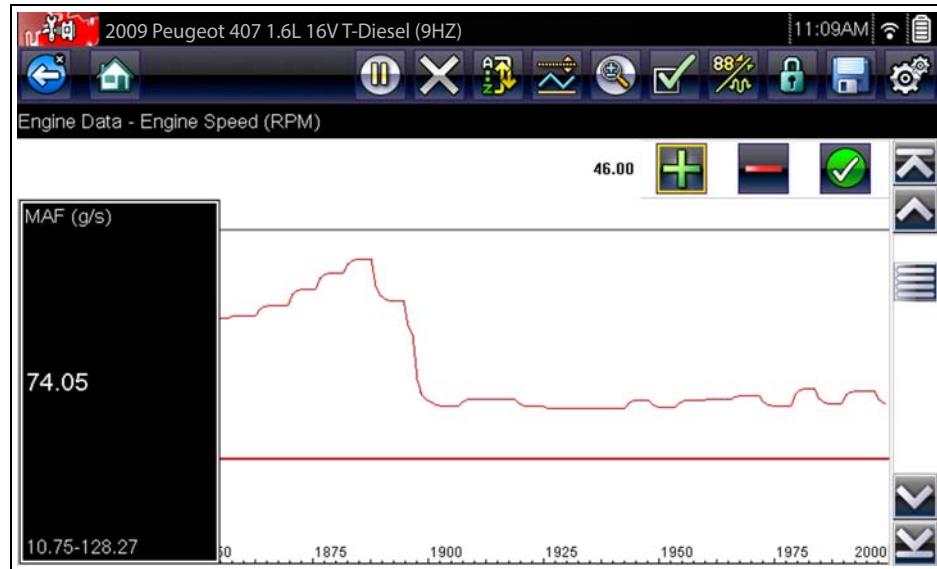


Figure 4-10 Trigger set screen

The trigger level line displays as a solid line running horizontally across the data graph. An upper and lower trigger level must be set, the upper level is set first.

4. Select the plus (+) and minus (–) icons on the toolbar, or use the up ▲ and down ▼ arrow buttons to position the upper trigger level to where you want it on the graph.
5. Select ✓ on the toolbar, or press the **Y/✓** button, to set the upper threshold.
A lower trigger level line now appears at the mid-point of the graph.
6. Select the plus (+) and minus (–) icons on the toolbar, or use the up ▲ and down ▼ arrow buttons to position the lower trigger level line to where you want it on the graph.
7. Select ✓ on the toolbar, or press the **Y/✓** button, to set the lower threshold.

The display returns to the PID data view and the trigger points appear as horizontal lines across the designated parameter graph. Repeat this procedure to establish trigger points for other parameters if desired. Once armed, any data points that register outside of your set conditions pause data collection and save data to a file.



NOTE:

Only three parameters can have trigger levels set at one time, but only one of the conditions needs to be satisfied for triggering to occur.

**To arm triggers:**

1. Select the **Trigger** icon on the toolbar.
2. Select **Arm Triggers** from the drop-down menu.

The trigger lines on the data graphs change color to indicate an armed condition.

Triggers for all of the graphs are armed simultaneously. Once triggering is armed, it remains in that state until you switch it off. If trigger settings are modified or are added for other parameters, they are armed as soon as you exit the setting screen.

Saving and Reviewing Scanner / OBD-II/EOBD Data Files

The following procedures are used when saving and reviewing data files for Scanner and OBD-II/EOBD.

Saving Files

During normal operation, data from the vehicle's ECM is continuously being stored in buffer memory as it is displayed onscreen. Buffer memory is limited to a predetermined "total" size and is displayed on the counter (located below the toolbar on the right side of the screen) ([Figure 4-12](#)).

Selecting **Save** writes the stored buffer memory to a file. Saving data is useful when trying to isolate an intermittent problem or to verify a repair during a road test. The saved file can be played back (similar to a movie clip) by selecting **Previous Vehicles and Data > View Saved Data**. See [View Saved Data](#), on page 60 for additional information.

**NOTE:**

The **Save icon** performs the same function as "Save Movie" function choice for the programmable **Shortcut** button, see [Configure Shortcut Button](#), on page 65 for details.

The saved data file can also be downloaded to a personal computer (PC) using the Mini USB jack. Once connected to the PC, the data files can be printed, transferred, and copied using ShopStream Connect. ShopStream Connect is an application that creates an interface between the diagnostic tool and a PC. The ShopStream Connect application is available free online, see the ShopStream Connect website information at the front of this manual for additional information.

The toolbar control icons are described in [Scanner Control Icons](#), on page 19 and [Common Toolbar Control Icons](#), on page 14.

**To save data:**

- Select **Save**.

A save dialog box displays while data is being saved. The data is saved when the message box disappears.

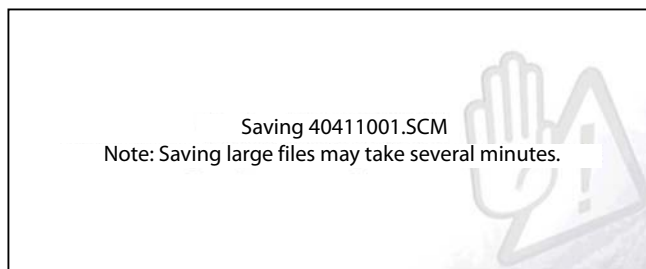


Figure 4-11 Save dialog box

Saving Screens

The **Shortcut** button can be programmed to save a snapshot of a visible screen as a bitmap file, see [Configure Shortcut Button](#), on page 65 for details. The saved file can be viewed by selecting **Previous Vehicles and Data > View Saved Data**, see [View Saved Data](#), on page 60 for additional information.

Pausing and Reviewing Data Files

During normal operation, data from the vehicle's ECM is continuously being stored in buffer memory as it is displayed onscreen. The Pause feature, allows you to temporarily pause data collection to review it in detail.

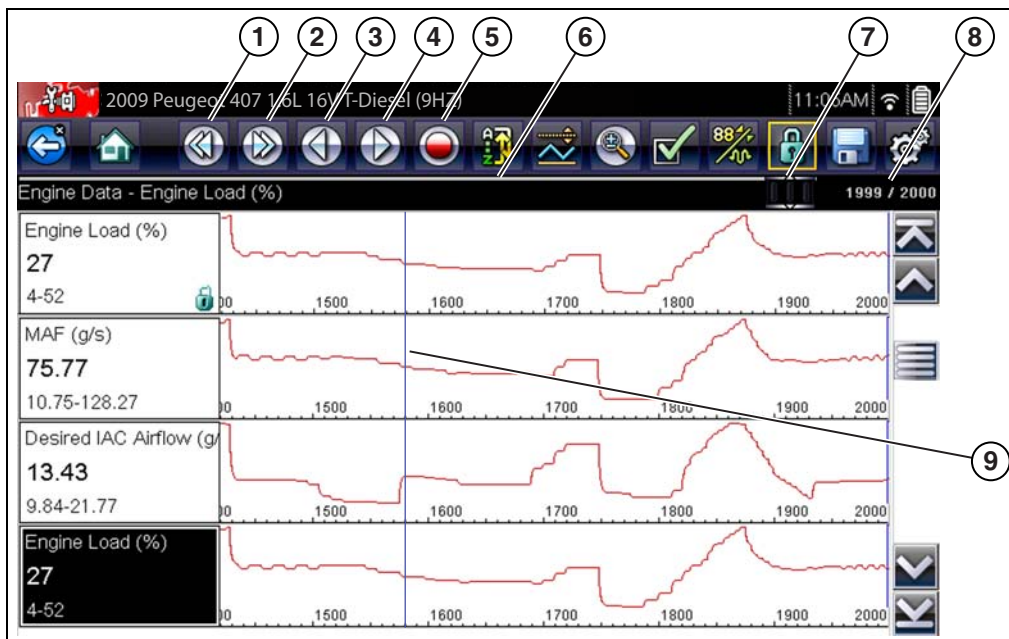
**To pause and review data**

Toolbar control icons are described in [Scanner Control Icons](#), on page 19 and [Common Toolbar Control Icons](#), on page 14.

1. While viewing data, select the **Pause** icon.

On the toolbar, the playback control icons are displayed. A counter displays along the right-hand edge of the screen between the toolbar and the main body. A bar graph to the left of the counter shows how much data is in the memory buffer. A slider on the bar graph indicates the position of the current screen in relation to the entire contents of the data buffer.

Use the slider to quickly scroll through the data. Use the control icons to accurately position the cursor. The cursor (vertical line), indicates your position when in the graph mode, appears once you begin navigating ([Figure 4-12](#)).



- | | |
|-----------------|---------------------------------------|
| 1— Skip Back | 6— Bar Graph |
| 2— Skip Forward | 7— Slider |
| 3— Step Back | 8— Counter (current position / total) |
| 4— Step Forward | 9— Cursor |
| 5— Record | |

Figure 4-12

2. Scroll up or down to review the list of data.
3. Select the desired control icon to move forward or back incrementally in the selected direction.



To resume:

- Select the **Record** icon.
The display changes back to display data and the **Pause** icon is shown on the toolbar. A vertical rule runs through the data graph to indicate data was paused at that point.



NOTE:

The **Shortcut** icon can be set to perform the Pause/Play function. See [Configure Shortcut Button](#), on page 65 for additional information.

Functional Tests

The **Functional Tests** selection is used to access vehicle-specific subsystem tests. Available tests vary by manufacturer, year, and model. Only the tests available for the identified vehicle display in the menu.

There are several types of functional tests:

- **Information Tests**—these are read-only tests, like selecting “VIN” from a Functional Tests menu to display the VIN of the identified vehicle.
- **Toggle Tests**—these tests switch a component, such as a solenoid, relay, or switch, between two operating states.
- **Variable Control Tests**—these tests command a certain value for a system or component, such as varying spark timing in 1° increments or EGR valve duty cycle in 10% increments.
- **Reset Tests**—these tests reset the adaptive, or learned, values that are stored in the vehicle electronic control module memory.
- **Scripted Tests**—these tests are software routines that place the vehicle into special operating modes for performing certain repairs, such as bleeding brakes with ABS.

Selecting Functional Tests opens a menu of test options that varies by make, year, and model. Selecting a menu option either activates the test or opens a submenu of additional choices. Follow all screen instructions while performing tests. How and what information is presented on the screen varies according to the type of test being performed and the vehicle being serviced.

Toggle and variable control tests often display functional test controls on the toolbar at the top of the screen with PID data in the main body (Figure 4-13).



Figure 4-13 Functional test screen

A Test icon on the toolbar activates the test, and a Return, or similarly named, icon cancels the test. For variable control tests, the variable value displays between the main body and the toolbar. Plus and Minus icons on the toolbar increase and decrease the variable value.



A Data List icon, shown to the left, is available on the toolbar for some tests. This feature allows you to change which data list displays in the main body without exiting the functional test. The icon is only available when the test is inactive.

Generic Functions

Generic Functions are used to perform generic OBD-II/E OBD tests, for additional information see [OBD-II/E OBD](#), on page 49.

Troubleshooter (Fast-Track®)

Fast-Track Troubleshooter is a database of experience-based repair strategies and information, that has been compiled and validated by top-notch technicians. Troubleshooter simplifies the diagnosis process, as it contains information on virtually all common diagnostic trouble code (DTC) problems and driveability symptoms.

Troubleshooter information is organized into a series of diagnostic tips that are designed to quickly lead you to the root cause of a particular problem. The tips are vehicle-specific, which means only tips that relate to the identified vehicle are presented. Selecting opens a menu that may include:

- **Code Tips**—provides detailed information on setting conditions, testing, and interpreting test results for specific codes.
- **Symptom Tips**—provides diagnostic tests and procedures based on vehicle operation.
- **Time Savers**—provides supplemental information, such as firing order and #1 cylinder location, that may be needed to make a diagnosis.
- **Common Problems**—provides advice and remedies for certain “pattern failures” that have been experienced on vehicles of the same model.
- **Tests and Procedures**—explains how to perform certain tests on the specific test vehicle. Some tips provide specifications and installation information as well.
- **Fast-Track Data Scan**—contains information and guidelines on how to validate data readings for certain sensors and actuators, PID data values are provided.
- **Fast-Track Fixes**—provides actual repair information for related repairs.



NOTE:

Troubleshooter appears in a Scanner menu only if tips are available for the system selected on the identified vehicle.

Certain PID data parameter values display directly within the tip when performing Troubleshooter tests and procedures.

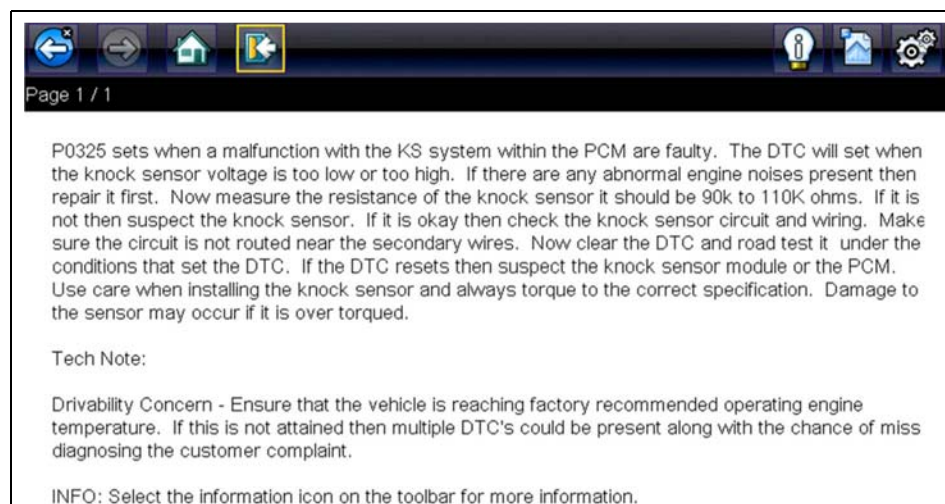


Figure 4-14 Troubleshooter tip

4.4 Exiting Scanner

Scanner function remains open as long as there is an active communication link with the vehicle. You must interrupt this communication link in order to exit from tests and power down the diagnostic tool. A warning message displays if you attempt to shut down while the diagnostic tool is communicating with the vehicle.

NOTE:



Damage to the vehicle electronic control module (ECM) may occur if communication is disrupted. Make sure the data cable is properly connected at all times during testing. Exit all tests before disconnecting the data cable or powering down the diagnostic tool.



To exit the Scanner function:

1. From any active data screen, select the **Back** icon on the toolbar.
A “stopping communications” message briefly displays followed by the Data menu.
2. From the Data Menu, select **Back** on the toolbar.
Again, a “stopping communications” message briefly displays followed by the Main menu.

Now, the diagnostic tool is no longer communicating with the vehicle and it is safe to return to the Home screen and power down the diagnostic tool.

4.5 SureTrack

SureTrack is a comprehensive source of expert knowledge for professional technicians, combining diagnostic experience and detailed parts replacement records. SureTrack will help you improve diagnostic accuracy and reduce repair time.

SureTrack features:

- A Common Replaced Parts graph displaying the parts that are most frequently replaced to successfully complete repairs based on actual vehicle repairs.
- Tips and fixes obtained from completed repairs, validated by SureTrack expert technicians.
- Up-to-the-minute intelligence based on vehicles currently being serviced nationwide.






NOTE:



To access SureTrack, you must have the current software update installed on your scan tool, the Wi-Fi radio turned on and connected to a wireless network. For Wi-Fi setup and connection see, [Wi-Fi Connection / Troubleshooting](#), on page 94

4.5.1 SureTrack Operation

Before you begin using SureTrack, familiarize yourself with the SureTrack control icons shown below.

Fix It! Icon	Related Tips Icon	Real Fixes Icon	Menu Exit Icon	Common Replaced Parts Graph Icon
				
Opens the SureTrack dashboard	Displays Related Tips for the selected DTC	Displays Related and Real Fixes for the selected DTC	Exits the SureTrack dashboard	Toggles Common Replaced Parts Graph display on/off

SureTrack repair information may be accessed while reviewing DTC using the Scanner function. As an example, navigate to **Engine > Codes Menu > Display Codes > Engine Trouble Code Information** to view current DTCs and related repair information.

If SureTrack information is available for a selected DTC, the SureTrack status bar will display **“SureTrack - Results for XXX”** (XXX = the selected DTC).

To view SureTrack information for a specific DTC, select the desired DTC from the list to highlight it, then select the **Fix It!** icon (Figure 4-15). Selecting **Fix It!** opens the SureTrack dashboard. See [SureTrack Dashboard on page 38](#) for additional information.



NOTE:

The Common Replaced Parts graph can be viewed directly from the DTC results screen by selecting the Common Replaced Parts Graph icon, located to the left of Common Replaced Parts Graph title bar (Figure 4-15).

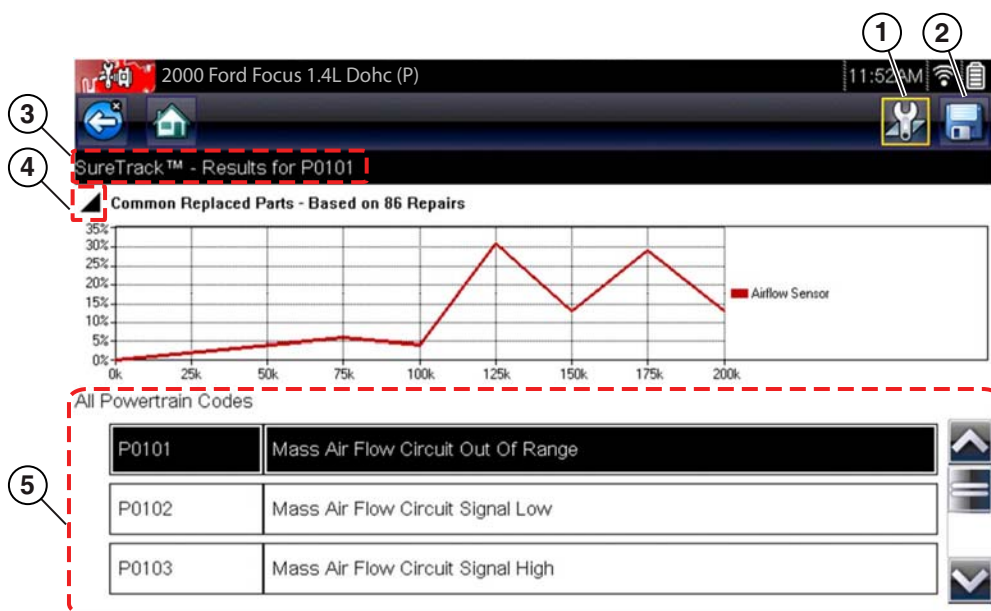


Figure 4-15 SureTrack DTC results

- 1— **Fix It! Icon** — opens SureTrack Dashboard
- 2— **Save Icon** — saves the DTCs list (see, [Saving Codes on page 25](#))
- 3— **SureTrack Status Bar** — displays the active SureTrack status or result
- 4— **Common Replaced Parts Graph Icon** — toggles graph display open/close
- 5— **DTC Results List** — displays current DTCs

SureTrack Dashboard

Selecting the **Fix It!** icon from the DTC results screen opens the SureTrack dashboard. The initial Dashboard screen displays both the Common Replaced Parts Graph and either a Tip or Real Fix for the current DTC (depending on availability). The Related Tips and Real Fixes icons are also available from this screen (Figure 4-16).

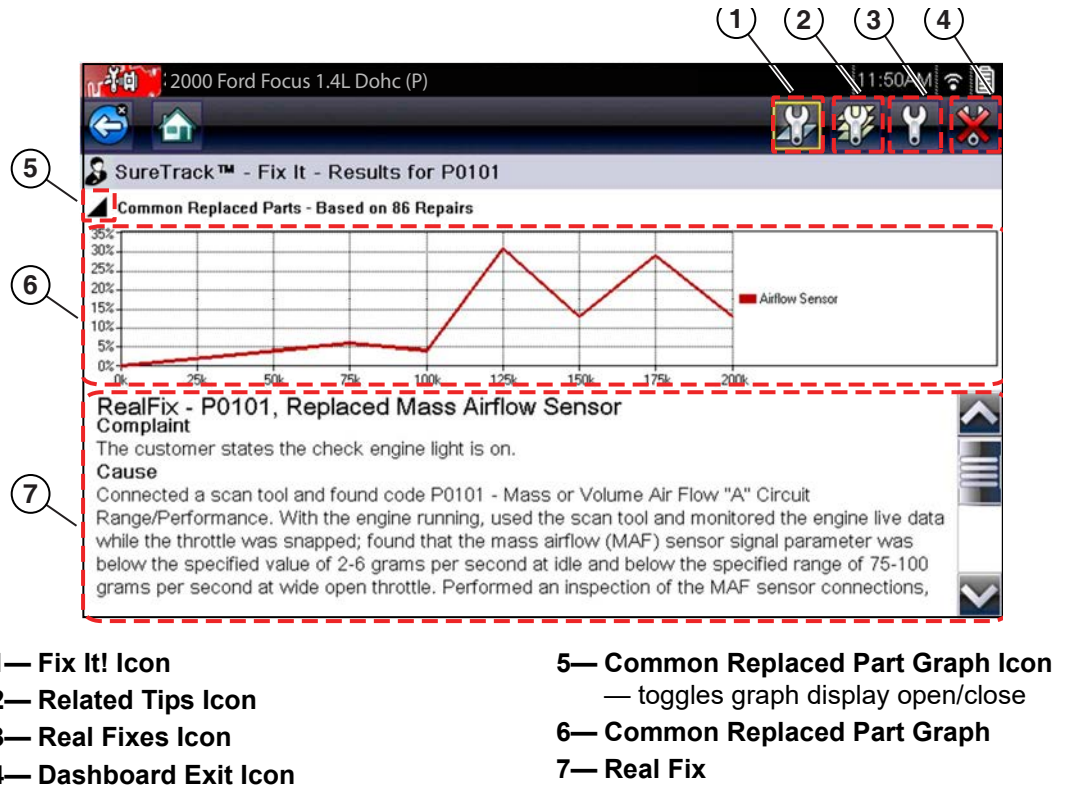


Figure 4-16 SureTrack dashboard

Common Replaced Parts Graph

The Common Replaced Parts graph is displayed by selecting the **Fix It!** icon or can be viewed directly from the DTC results screen by selecting the **Common Replaced Parts Graph** icon, located to the left of Common Replaced Parts Graph title bar. The Common Replaced Parts graph shows the percentage of verified fixes (using the parts listed) derived from the total number of repairs by mileage. The graph may display one or more replacement parts based on the captured information. The example below shows a common replaced part for DTC P0106. In this example, the Airflow Sensor is the most common replaced part based on 86 repairs involving vehicles with up to 200k miles. From the graph it can be determined that the majority of the repairs were made to vehicles with 125k or more miles, with 30% at 125k miles and approximately 28% at 175k miles (Figure 4-17).

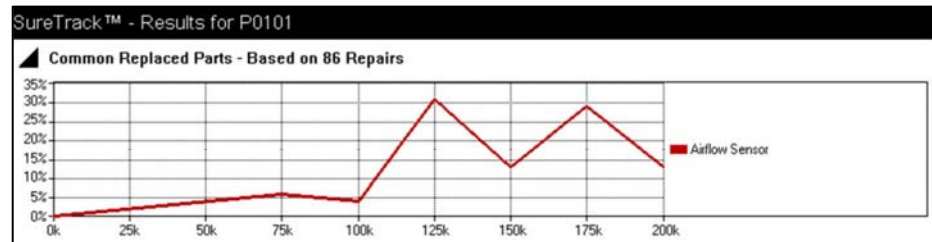


Figure 4-17 Common Replaced Parts graph

Real Fixes and Related Fixes

- **Real Fixes** - Verified successful repair information and/or procedures for the selected DTC
- **Related Real Fixes** - Additional **Real Fixes** that may be related to the selected DTC.

Fixes have been researched and obtained from professional automotive OEM and specialty technicians from a vast range of repair shops. Fixes may not be available for every vehicle and or DTC.

Fixes (if available) can be displayed in two ways:

- Selecting the **Fix It!** icon (Figure 4-16) from the DTC results screen opens the SureTrack dashboard which may include Real Fixes for the selected DTC. If Real Fixes are not available for the DTC, Tips may be displayed.
- Selecting the **Real Fixes** icon (Figure 4-16) displays Related and Real Fixes (if available). Selecting an item from the list opens additional details about the Fix in a Complaint, Cause, Correction format (Figure 4-18 and Figure 4-19).

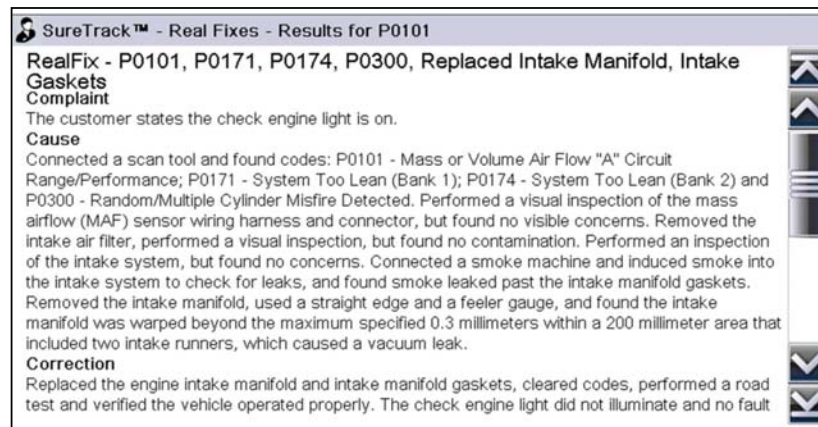


Figure 4-18 Real Fix example



Figure 4-19 Related and Real Fixes examples

Tips and Related Tips

- **Tips** - Experience-based diagnostic and repair tips and information for the selected DTC
- **Related Tips** - Additional **Tips** that may be related to the selected DTC

Tips have been researched and obtained from professional automotive OEM and specialty technicians from a vast range of repair shops. Tips may not be available for every vehicle and or DTC.

Tips (if available) can be displayed in two ways:

- Selecting the **Fix It!** icon from the DTC results screen opens the SureTrack dashboard which may include Tip(s) for the selected DTC. If Tips are not available for the DTC, Real Fixes may be displayed.
- Selecting the **Related Tips** icon will display a list of Related Tips. Selecting an item from the list, opens additional details about the Related Tip (Figure 4-20).

Tip information may include DTC descriptions, symptoms, setting conditions, repair actions and procedures, clearing conditions, diagnostic aids and other references.

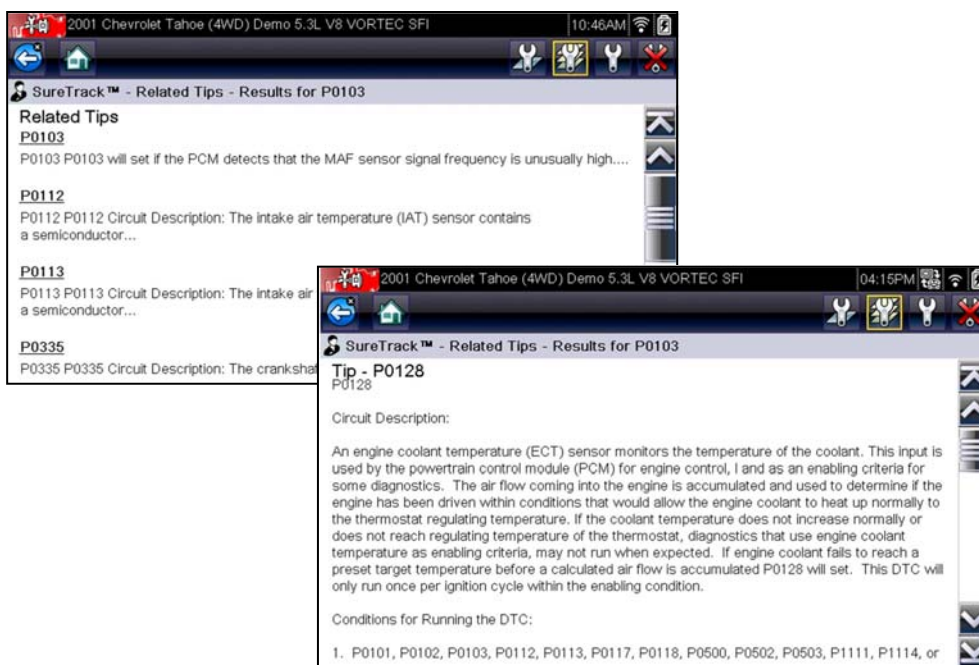


Figure 4-20 Tips and Related Tips examples



Code Scan allows you to quickly scan all supported vehicle control modules for codes. In addition, Global OBD-II codes and Readiness Monitors are scanned giving you a complete health check of vehicle systems.

One of the benefits of performing a code scan is that you can quickly show your customer diagnostic related issues with a pre scan report, and then after repairing the issues you can use the post scan report to show that the repairs were completed (Figure 5-1). In addition, by using ALTUS the reports can be given to the customer and also saved for your own records, for more information, see [Vehicle System Report \(ALTUS™\)](#), on page 48.

IMPORTANT:

PRE / POST Scan Importance - As many systems do not turn on the check engine light or other indicator, performing a vehicle code scan before making any repairs may help in troubleshooting, by identifying possible unknown issues that may be related to the present symptoms.

Performing pre and post scans also allows you to record in report format the pre-condition of the vehicle and compare the post scan after work is complete to confirm the repairs were completed properly.

Pre and post scan is required by some manufacturers for pre and post collision work as well as by some insurance companies.

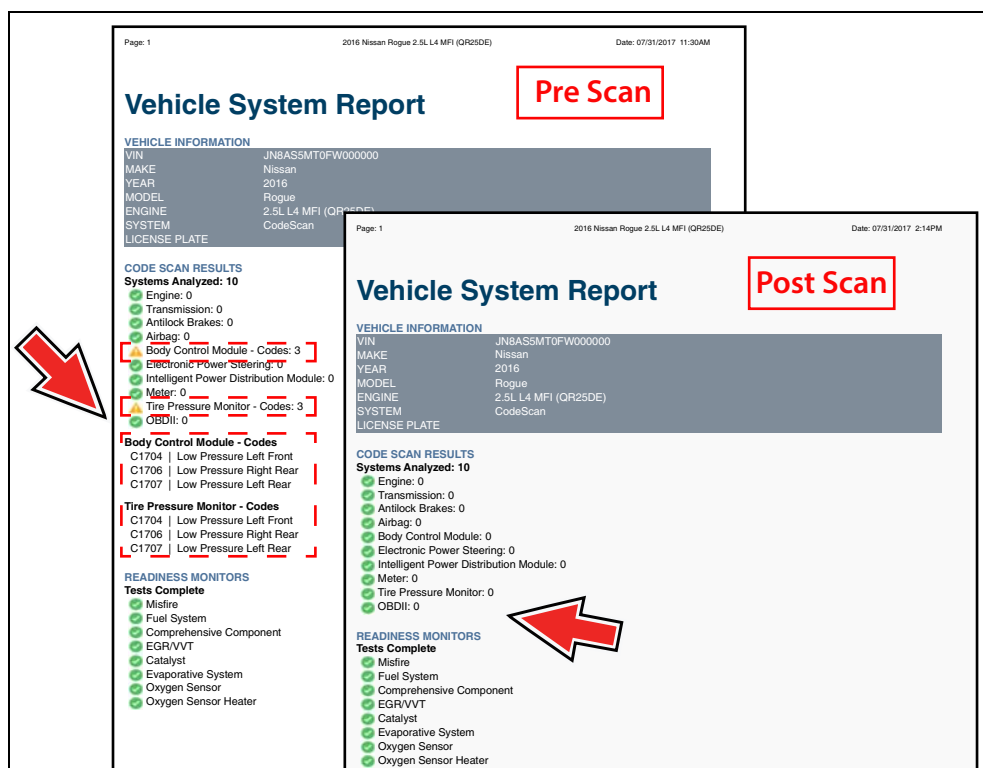


Figure 5-1

5.1 Using Code Scan

**NOTE:**

The Code Scan function and results are dependent upon the vehicle. Not all vehicles may support this function.

After you have connected and identified a vehicle through Scanner, Code Scan is available from the Vehicle System menu.

Selecting **Code Scan** from the Vehicle System menu (Figure 5-2) starts an active scan of vehicle control modules, and opens the Code Scan results screen (Figure 5-3).

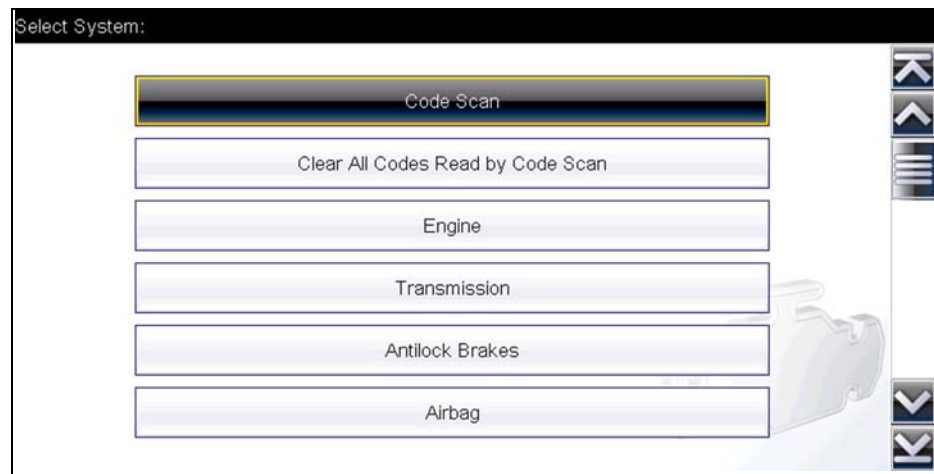


Figure 5-2

**NOTE:**

Selecting **Clear All Codes Read by Code Scan** (Figure 5-2) erases all DTCs from all vehicle system modules that were read by Code Scan. Selecting this function may not clear global OBD-II codes on some vehicles.

When initially opened (Figure 5-3), a progress bar is shown at the top indicating the active scanning progress. Once completed, code results are displayed by system.

The following results are displayed as the modules are scanned and are described in the following sections.

- [Total Number of Systems \(modules\) Analyzed](#)
- [List of All the Systems Analyzed with DTCs Totals](#)
- [Global OBDII DTCs](#)
- [Readiness Monitor Test Status](#)

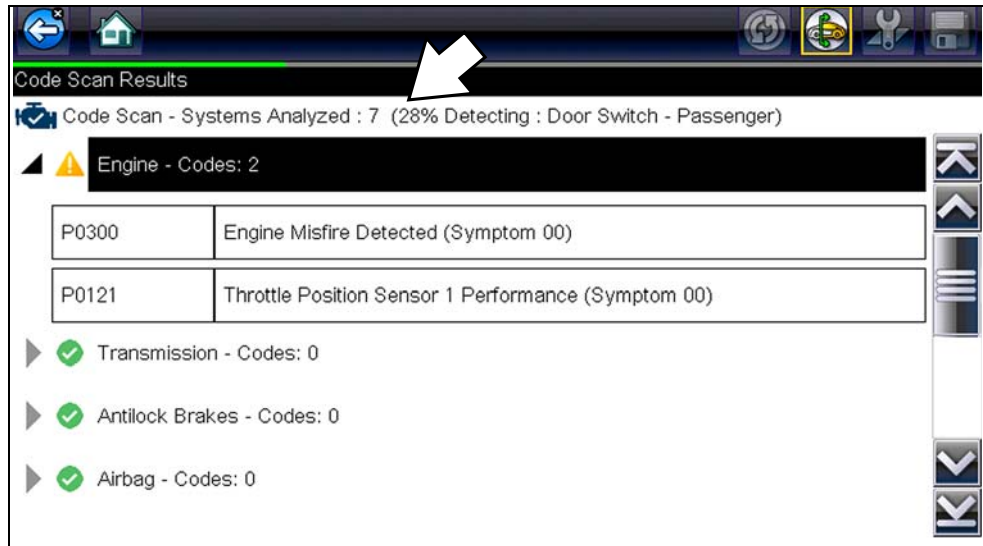





Figure 5-3 Code Scan in process

Code Scan control icons are located on the upper toolbar (Figure 5-3), and provide the following functions.

Icon	Function
	Refresh - Refreshes the code scan data (restarts the code scan)
	System - Opens the main menu of the system selected (highlighted)
	Save - Saves the code scan results as an (.XML) file. See View Saved Data , on page 60.

After the code scan has completed it is automatically saved as an .XML file on the diagnostic tool, and is uploaded to your account on ALTUSDRIVE.com (if registered and connected).

A confirmation message is displayed indicating that the file was saved (e.g. **Message Example:** "Saving A2810005.XML").

To view the report on the diagnostic tool, see [View Saved Data](#), on page 60.

To view/print the report on ALTUS, see [Vehicle System Report \(ALTUS™\)](#), on page 48.



NOTE:

The code scan can also be saved manually by selecting the **Save** icon.

5.1.1 Total Number of Systems (modules) Analyzed

The total number of systems analyzed is actively displayed at the top of the screen as they are scanned.

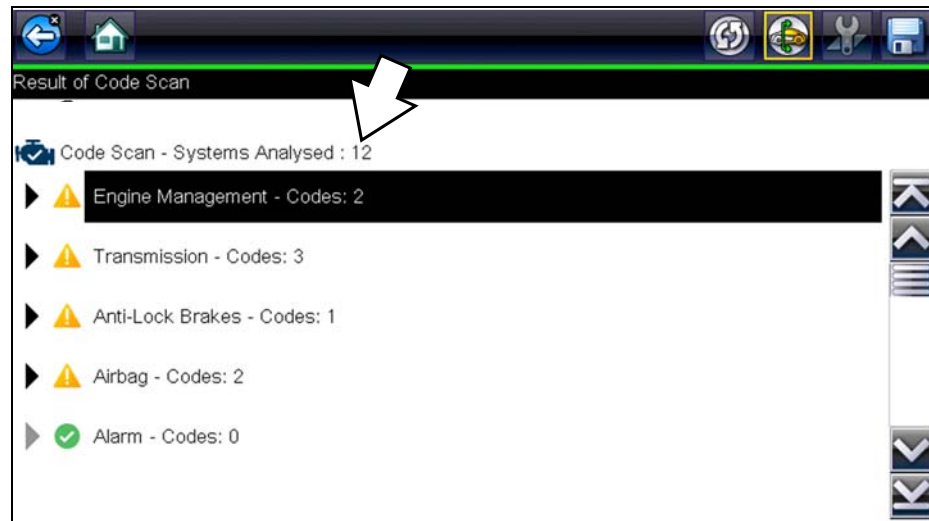


Figure 5-4 Code Scan systems analyzed result total

5.1.2 List of All the Systems Analyzed with DTCs Totals

A categorized system list with DTC totals is displayed in the order they are scanned. To view the main menu for a system in the list, select the system, then select the **System** icon (Figure 5-5).

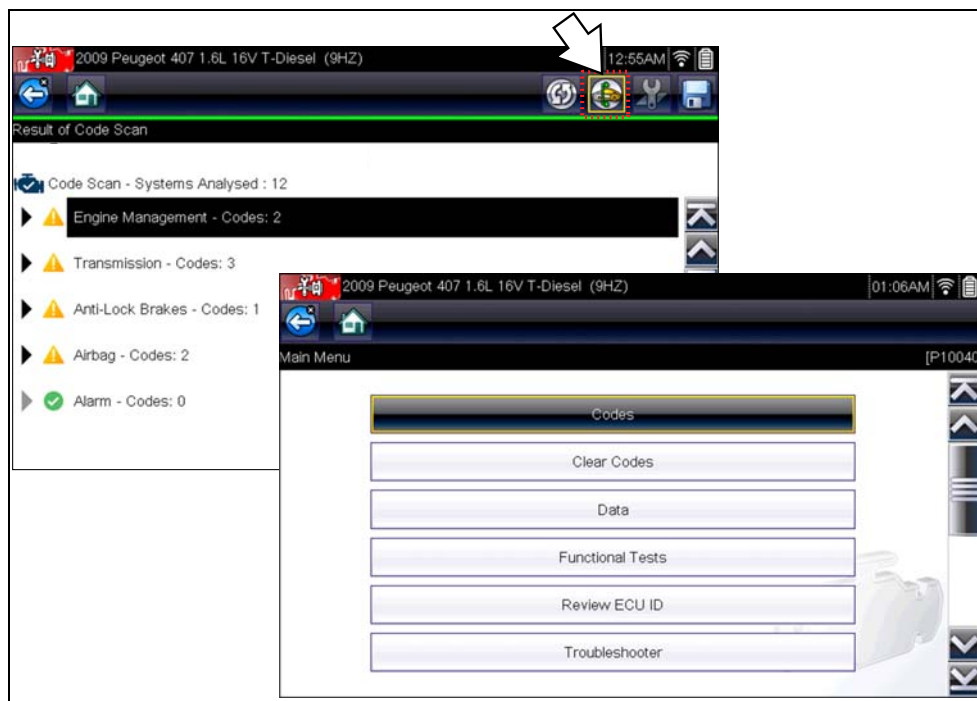


Figure 5-5 System icon (opens Main Menu)

Select the **expand/collapse** icon (Figure 5-6) on the left side of a system category title to expand or collapse a systems' DTC list.

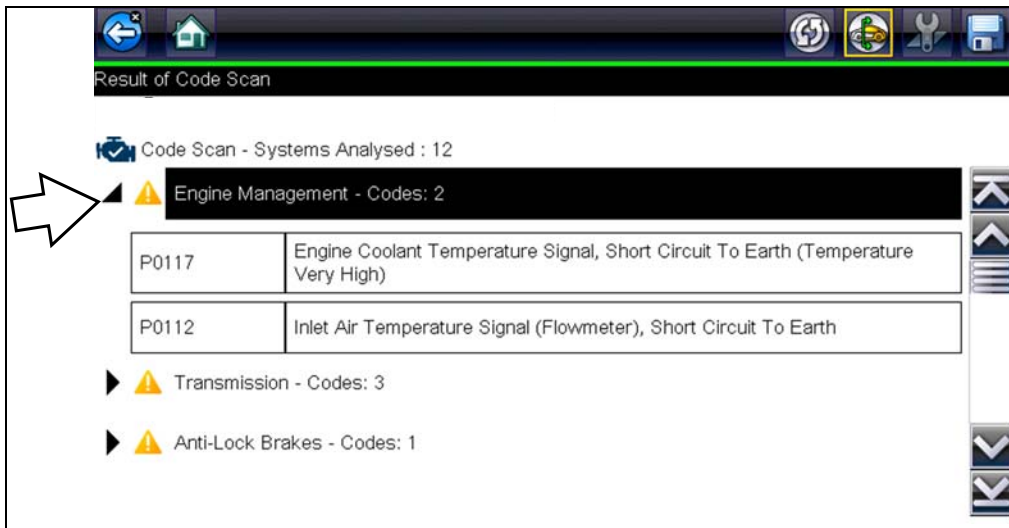


Figure 5-6 Expand/Collapse Icon (expanded result)

5.1.3 SureTrack® Common Replaced Parts Graph

Selecting a DTC allows you to view available SureTrack Common Replaced Parts and repair information for the DTC. Select the **Common Replaced Parts** graph or the **Fix It!** icon from the toolbar for the code information. For additional information on SureTrack, and common replaced parts graph see [SureTrack®](#), on page 40.

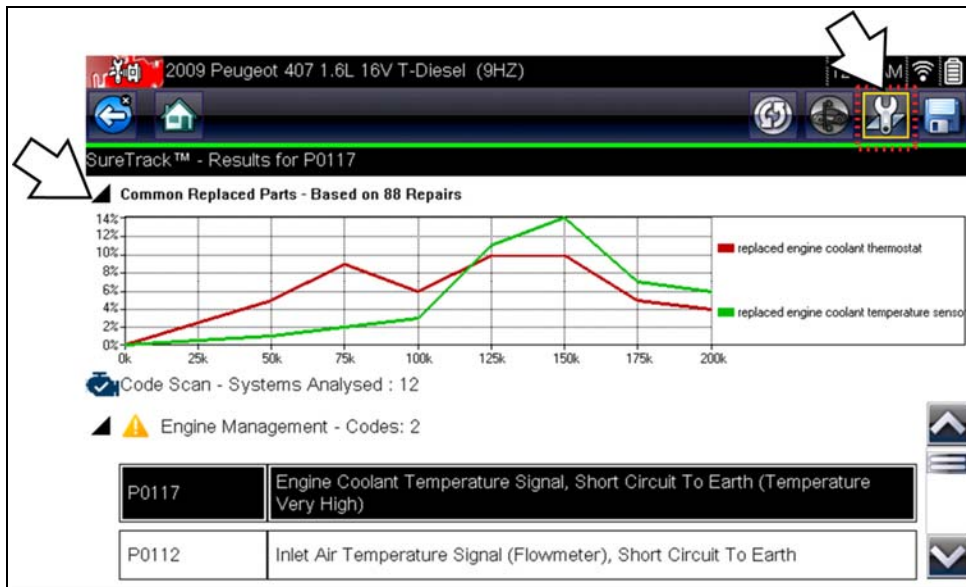


Figure 5-7 Common Replaced Parts graph icon and Fix It! icon (in toolbar)

5.1.4 Global OBDII DTCs

Towards the end of the Code Scan list Global OBDII DTCs are displayed.

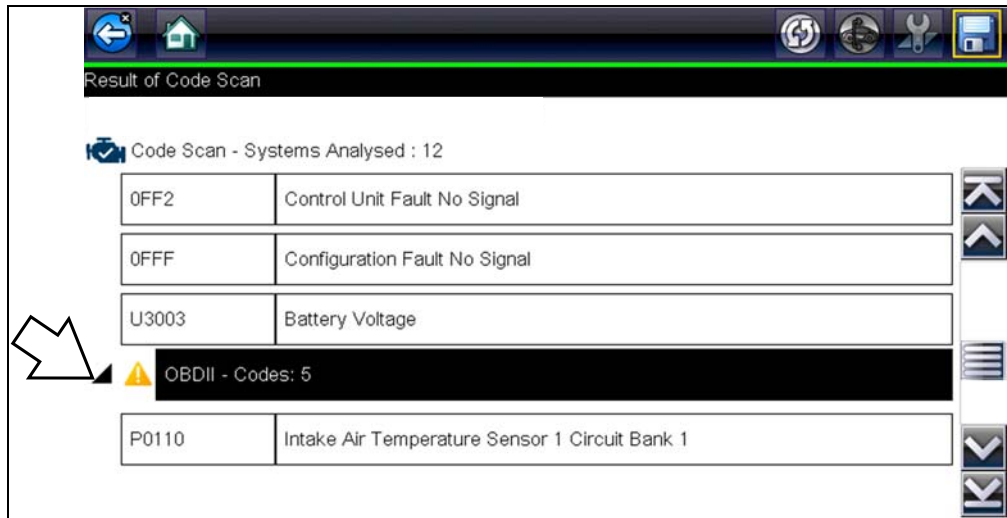



Figure 5-8

NOTE:  Some 2005 to 2008 vehicles may not display global OBD-II information in the Code Scan list. A message will be displayed to inform you the OBD-II - codes and monitors for this vehicle may be accessed using the global OBD-II function. See [OBD-II/EOBD](#), on page 49.

5.1.5 Readiness Monitor Test Status

At the end of the Code Scan list, readiness monitor test results are displayed as “Tests Complete” or “Not Complete”.

Quick reference indicators are used to show monitor status.

- **Green icon “✓” mark** - Monitor test is complete
- **Grey icon “—” mark** - Monitor test is not complete

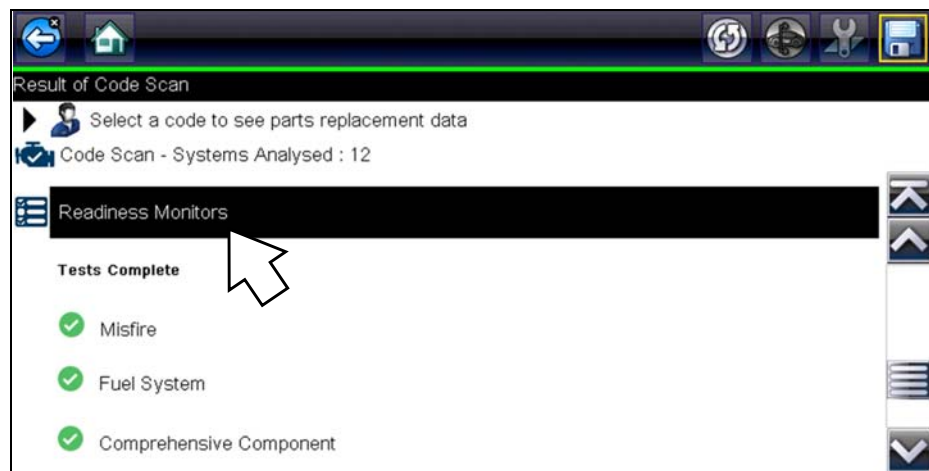


Figure 5-9

**NOTE:**

Monitors that are not supported by the vehicle are not displayed in Code Scan.

5.2 Vehicle System Report (ALTUS™)

After a code scan is completed the results of the scan are automatically configured into a Vehicle System Report that is uploaded and saved to your ALTUS online account (if registered and connected). Report examples are shown in [Figure 5-1](#).

Using ALTUS the report can be printed, downloaded, attached to an e-mail or other social media app to share with others. For additional information on using ALTUS, see [ALTUS \(ALTUSDRIVE.com\) - Cloud Sharing/Storage](#), on page 78.

**NOTE:**

Code scan reports are automatically saved each time a code scan is performed. If using ALTUS, the report is automatically uploaded to your online ALTUS account on ALTUSDRIVE.com.

The code scan/vehicle system report includes:

- Basic vehicle information
- A list of the code scan results by system
- Individual system DTCs with a brief description
- Global OBD codes
- Readiness monitor test status

5.2.1 Printing the Vehicle System Report

Use ALTUS to print the vehicle system report from your PC or mobile device, see [Quick Reference \(print / download / share\)](#), on page 81.

The vehicle system report can also be customized and printed using ShopStream Connect - See [Printing the \(Code Scan\) Vehicle System Report](#), on page 106.

This chapter describes the basic operation of the OBD-II/EOBD function.



The **OBD-II/EOBD** icon is located on the Home screen.

The OBD-II/EOBD function allows you to access “generic” OBD-II/EOBD data. Generic OBD-II/EOBD data is data limited to emission related diagnostics such as:

- Checking for emissions-related diagnostic trouble codes (DTCs)
- Checking the cause of an illuminated malfunction indicator lamp (MIL)
- Checking monitor status prior to emissions certification testing

To access other available electronic control module (ECM) data for vehicle specific systems, parameters or enhanced diagnostics use the Scanner function, see [Scanner on page 18](#).



NOTE:

The OBD-II/EOBD function can also be used to access “generic” OBD-II/EOBD data for OBD-II/EOBD compliant vehicles that are not included in the Scanner function databases.

6.1 Basic Operations

6.1.1 Screen Layout and Toolbar Controls

Screen layout and toolbar controls are similar to the Scanner function, see [Screen Layout and Toolbar Icons](#), on page 18.

6.1.2 Connecting the Data Cable

Connection of the data cable to the diagnostic tool and vehicle DLC is required for OBD-II/EOBD testing, see [Data Cable Connection](#), on page 17.

6.1.3 Saving and Reviewing Data Files

Save and Pause control icon operation and data review procedures are the same as used for the Scanner function, see [Saving and Reviewing Scanner / OBD-II/EOBD Data Files](#), on page 31.

6.2 OBD-II/EOBD Menu

The following options are available from the OBD-II/EOBD menu:

- [OBD Health Check](#)
- [OBD Direct](#)

6.2.1 OBD Health Check

The OBD-II Health Check offers a way to quickly check for and clear emissions-related diagnostic trouble codes (DTCs), and to check readiness monitors for emissions testing. Selecting opens a connection message. Select **Continue** or press the **Y/✓** button to open a submenu of test options (Figure 6-1).



Figure 6-1 OBD Health Check menu

Global OBD II Code Check

Global OBDII Code Check displays stored emission related generic DTCs reported by the ECM. Selecting opens a submenu with two choices: Codes and Pending Codes. Either option opens a code list (Figure 6-2).

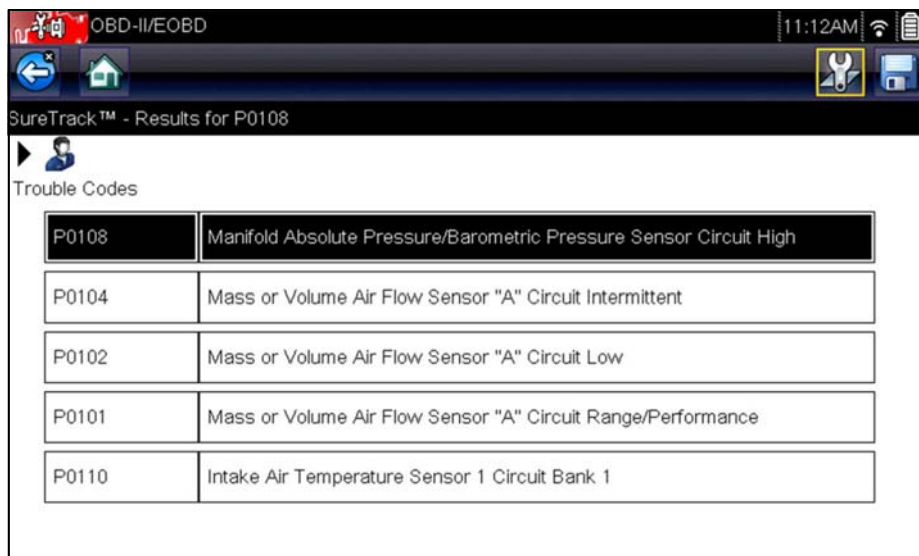


Figure 6-2 Code list

Codes

The Codes option displays a list of current emission related DTCs.

OBD-II/EOBD Codes have a priority according to their emission severity. The priority of the code determines the illumination of the MIL and the code erase procedure. Vehicle manufacturers have implemented the ranking differently, so there are differences between makes.

Pending Codes

The purpose of this service is to enable the diagnostic tool to obtain “pending” or maturing diagnostic trouble codes. These are codes whose setting conditions were met during the last drive cycle, but need to be met on two or more consecutive drive cycles before the DTC actually sets.



NOTE:

Save valuable time by using this service to verify test results after a single drive cycle following a vehicle repair and code clearing procedure.

- If a test failed during the drive cycle, the DTC associated with that test is reported. If the pending fault does not occur again within 40 to 80 warm-up cycles, the fault is automatically cleared from memory.
- Test results reported by this service do not necessarily indicate a faulty component or system. If test results indicate another failure after additional driving, then a DTC is set to indicate a faulty component or system, and the MIL is illuminated.

Refer to the *Global OBD Vehicle Communication Software Manual* for additional information.

Global OBD II Clear Codes

This option is used to clear all emission related diagnostic data, such as DTCs, freeze frame data, and test results, from the memory of the selected ECM. Although OBD-II/EOBD displays generic OBD-II/EOBD data only, clearing codes erases all of the stored data, including any enhanced codes and freeze frame information.

A confirmation screen displays when the clear codes option is selected to prevent accidental loss of data. Select to continue from the confirmation screen. Refer to the *Global OBD Vehicle Communication Software Manual* for additional information.

Readiness Monitors

This test checks the status of the readiness monitoring system. An OBD-II /EOBD control system runs continuous and periodic tests to check the status of emission-related subsystems to gauge the integrity of the electronic operations. Two options are available for Readiness Monitors:

- **Monitors Complete Since DTC Cleared**—displays the status of all monitors that have run since the last time ECM memory was erased.
- **Monitors Complete This Cycle**—displays the status of the monitors that ran during the current drive cycle only.

Select either option and test results are shown in the data viewer (Figure 6-3).



ID : \$	11
MISFIRE	NOT SUPPORTED
FUEL SYSTEM	NOT SUPPORTED
COMPONENTS	NOT SUPPORTED
CATALYST	NOT COMPLETE
HEATED CATALYST	TEST COMPLETE
EVAPORATIVE SYSTEM	NOT COMPLETE

Figure 6-3 Readiness monitor test report

Scroll to view the entire list of Readiness Monitors to ensure that all tests are complete. Select **Save** from the toolbar and follow the screen prompts to save a copy of the monitor report as part of the vehicle records.

MIL Status

This test checks the ECM commanded state (on or off) if the malfunction indicator lamp.

6.2.2 OBD Direct

OBD Direct includes the following menu and submenu choices:

- **OBD Diagnose**
 - **Start Communication** - initiates a test session
 - **Connector Information** - provides DLC location details
 - **Manual Protocol Selection** - provides choices for communication protocol
- **OBD Training Mode** - allows you to familiarize yourself with the capabilities of OBD-II/EOBD while navigating through menus without being connected to a vehicle.

Start Communication

Use the following procedure to begin an OBD-II/EOBD test session:



To perform an OBD-II/EOBD Test:

1. Connect the data cable to the test vehicle.
2. Select **Start Communications** from the OBD-II/EOBD menu.

A series of messages are displayed indicating automatic detection of vehicle type (12 or 24 V) has occurred and then the detected controllers are displayed.

The diagnostic tool establishes a communication link with the test vehicle, then opens an information screen (Figure 6-4).

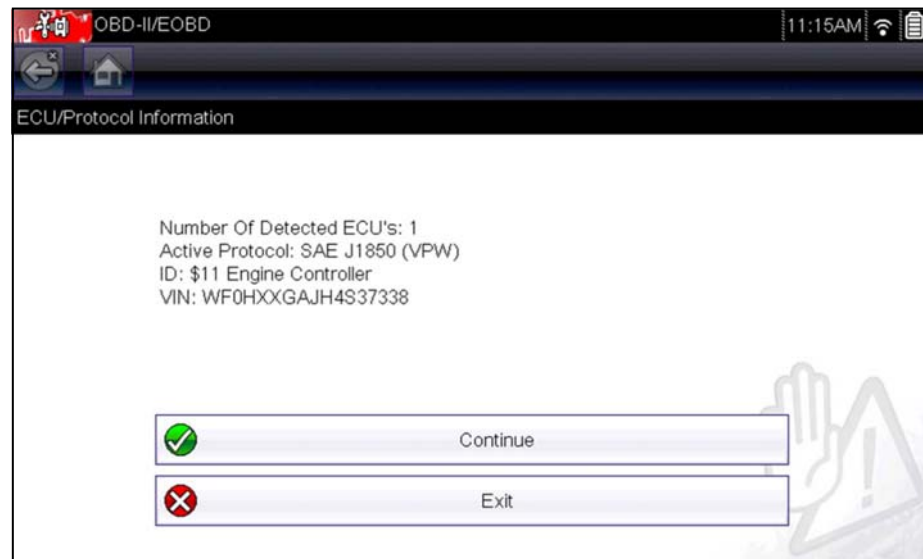


Figure 6-4 Protocol information

The information screen shows how many control modules were detected, which ECM is communicating, and which communication protocol is being used.

3. Select **Continue**.

A Select Service menu of available tests opens:

- [Readiness Monitors](#), on page 54
- [MIL Status](#), on page 54
- [Fast-Track Troubleshooter](#), on page 54
- [\(\\$01\) Display Current Data](#), on page 55
- [\(\\$02\) Display Freeze Frame Data](#), on page 55
- [\(\\$03\) Display Trouble Codes](#), on page 55
- [\(\\$04\) Clear Emissions Related Data](#), on page 55
- [\(\\$05, 06, 07\) Display Test param./Results](#), on page 56
- [\(\\$08\) Request Control of On-board System](#), on page 57
- [\(\\$09\) Read Vehicle Identification](#), on page 57
- [\(\\$09\) In-use Performance Tracking](#), on page 57
- [\(\\$0A\) Emission Related DTC with Permanent Status](#), on page 57

IMPORTANT:

All service modes are not supported by all vehicles, so the available menu selections will vary.



Figure 6-5 Service mode menu

4. Select a test to continue.

Readiness Monitors

Use this menu item to check the readiness of the monitoring system. Monitors not supported will display “not supported”. Scroll, if needed, to view the entire list of monitors (Figure 6-3). Selecting Readiness Monitors opens a submenu with two choices:

- **Monitors Complete Since DTC Cleared**—displays the results of all monitor tests that have run since the last time the vehicle electronic control module (ECM) memory was cleared.
- **Monitors Complete This Cycle**—displays only the results of monitor tests that ran during the current drive cycle, they reset when the ignition is switched off.

MIL Status

This item is used to check the current condition of the malfunction indicator lamp (MIL). Additional information, such as which ECM commanded the MIL on and the distance driven while the MIL is on (if supported), can also be displayed. The MIL Status report can also be saved as part of the vehicle records.

Fast-Track Troubleshooter

Fast-Track® Troubleshooter is a database of experience-based repair strategies and information, that has been compiled and validated by top-notch technicians. The Troubleshooter system simplifies the diagnosis process, as it contains information on virtually all common diagnostic trouble code (DTC) problems and driveability symptoms for most vehicles covered by the vehicle communication software.

(\$01) Display Current Data

Use this test to display the serial data transmitted by the selected vehicle electronic control module (ECM). The main body of the screen has two columns; the left-hand column is a description of the parameter and the right-hand column is the parameter value or state. Viewing options and operations are the same as the Scanner function, see [Data Display](#), on page 26 for more information.

ID : \$	11
ENGINE SPEED(1/min)	4128
ABSOLUTE THROTTLE POSITION(%)	50.2
INTAKE AIR TEMPERATURE (°F)	190
ENGINE COOLANT TEMPERATURE (°F)	219
AIR FLOW RATE(g/s)	11.52
INTAKE MAP (inHg)	59.6

Figure 6-6 Current data display

(\$02) Display Freeze Frame Data

Freeze frame data provides a “snapshot” of critical parameter values at the time a DTC set.

This item is used to display freeze frame data for any stored emission related diagnostic trouble codes (DTCs). In most cases the stored frame is the last DTC that occurred. Certain DTCs, those that have a greater impact on vehicle emissions, have a higher priority. In these cases, the highest priority DTC is the one for which the freeze frame records are retained.

(\$03) Display Trouble Codes

This is used to display any stored emission related DTCs reported by the ECM. The display is similar to the Scanner function code display (see [Data Display](#), on page 26 for details). The list does not include enhanced DTCs in this mode.

(\$04) Clear Emissions Related Data

This item is used to clear all emission related diagnostic data, such as DTCs, freeze frame data, and test results, from the memory of the selected ECM.



To clear emission related Data:

1. Select **Clear Emissions Related Data** from the menu.
A confirmation message displays to help prevent loss of any vital data (Figure 6-7).

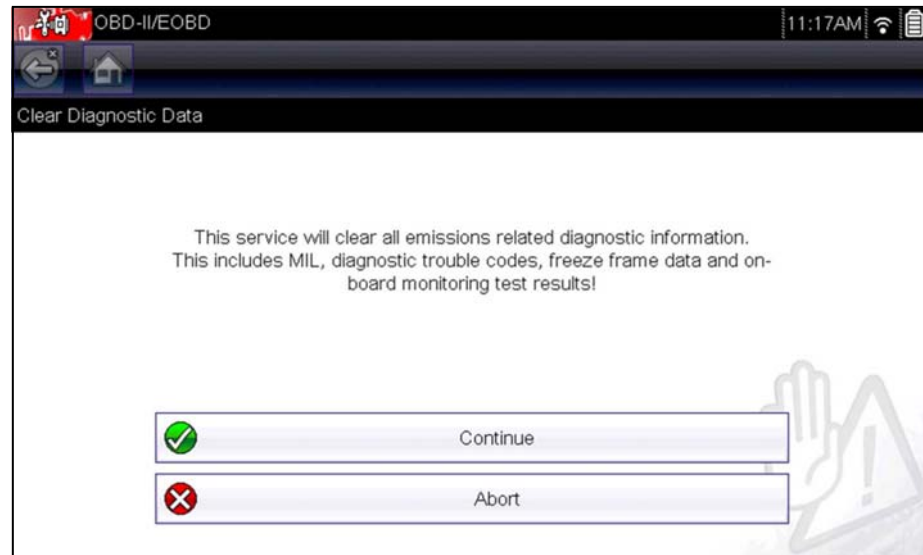


Figure 6-7 Clear codes confirmation message

2. Continue from the confirmation message.
The screen updates several times as ECM memory is erased, then a “data has been cleared” message displays.
3. Select **Continue** to return to the Select Service menu.

(\$05, 06, 07) Display Test param./Results

This option opens a submenu of parameters and test results from various sensors, monitor test results, and a record of DTC setting conditions detected during the last drive cycle. The submenu includes:

- [\(\\$05\) Oxygen Sensor Monitoring](#)
- [\(\\$06\) On-board Monitored Systems](#)
- [\(\\$07\) DTCs Detected During Last Drive](#)

(\$05) Oxygen Sensor Monitoring

This option opens a menu of tests available for checking the integrity of the oxygen (O₂) sensors. Making a selection displays all of the pertinent O₂ sensor parameters for the specific test. The test identification (ID) displays at the top of the data list.

(\$06) On-board Monitored Systems

This option opens a menu of tests from the monitored systems. The available data is for specific systems and components that the on-board diagnostic system monitors continuously, such as misfire, or non-continuously, such as the catalyst system. Making a menu selection displays the test results.

(\$07) DTCs Detected During Last Drive

This test opens a record of any DTCs that set during the last completed drive cycle. Select to open the DTC list.

(\$08) Request Control of On-board System

This service enables bidirectional control of the ECM. This service allows the diagnostic tool to control the operation of an on-board system, test, or component.

(\$09) Read Vehicle Identification

The purpose of this service is to enable the diagnostic tool to request and display vehicle-specific information, such as the vehicle identification number (VIN), the calibration identification, and the calibration verification number (CVN), of the test vehicle. Select a menu item to retrieve the information. Select **Return** to go back to the menu.

(\$09) In-use Performance Tracking

This option displays the “In-use Performance Tracking” of data. It is a record of the number of times each of the monitor tests have been completed. Select **Return** to go back to the menu.

(\$0A) Emission Related DTC with Permanent Status

This option displays a record of any “permanent” codes. A permanent status DTC is one that was severe enough to illuminate the MIL at some point, but the MIL may not be on at the present time.

Whether the MIL was switched off by clearing codes or because the setting conditions did not repeat after a specified number of drive cycles, a record of the DTC is retained by the ECM. Permanent status codes automatically clear after repairs have been made and the related system monitor runs successfully.

Connector Information

This option opens a database of vehicle diagnostic connector locations that includes most makes and models. The menu driven interface leads you quickly to difficult to find test connectors.

**To locate a vehicle diagnostic connector:**

1. Select **Connector Information** from the System menu.
A list of vehicle manufacturers displays.
2. Select a manufacturer from the list.
A list of models available from the selected manufacturer displays.
3. Select a model from the list.
If a cable adapter is needed, which one and how to connect it displays.
4. Select **Continue**.
Information on where to locate the vehicle diagnostic connector displays.
5. Select **Continue** to return to the System menu.

Manual Protocol Selection

Communication protocol is a standardized way of transferring data between an ECM and a diagnostic tool. Global OBD may use the following communication protocols:

- ISO 15765-4 (CAN)
- ISO 27145 (WWHOBD CAN)
- ISO J1939 (CAN)
- ISO 9141-2 (K-LINE)
- SAE J1850 PWM (Pulse Width Modulation)
- SAE J1850 VPW (Variable Pulse Width)
- ISO 14230-4 (Keyword Protocol 2000)
- SAE J2284/ISO 15765-4 (CAN)

When initially attempting to establish communication with the ECM the diagnostic tool attempts to communicate trying each protocol in order to determine which one is being used. During normal operation the communication protocol is automatically detected. If automatic detection fails, communication protocol can be manually selected.

IMPORTANT:

Using unsupported OBD communication protocols may activate warning lights and can set network related faults. Only use the manual selection option when OBD protocol is already known.

Select **Manual Protocol Selection** to open a menu of options (Figure 6-8).



Figure 6-8 Manual protocol selection menu

Select the **Back** icon or press the **N/X** button to return to the OBD-II/EOBD Main menu.

This chapter describes the basic operation of the Previous Vehicles and Data function.



The **Previous Vehicles and Data** icon is located on the Home screen. This function allows you to select recently tested vehicles and access saved data files.

7.1 Previous Vehicles and Data Menu

The following options are available from the Previous Vehicles and Data menu:

- [Vehicle History](#)
- [View Saved Data](#), on page 60
- [Delete Saved Data](#), on page 62

7.1.1 Vehicle History

The diagnostic tool stores the identification of the last twenty-five vehicles tested, so there is no need to go through the complete vehicle identification sequence when performing a retest after repairs have been made. The oldest vehicle record is deleted when a new vehicle is identified once there are twenty-five vehicles on file.



Figure 7-1 Vehicle history list



To select from the vehicle History:

1. Select **Previous Vehicles and Data** from the Home screen.
2. Select **Vehicle History** from the menu.
A list of up to 25 previously tested vehicles displays. Each vehicle is given a unique file name. Scroll to view the entire list.
3. With the item to be opened highlighted, either select the vehicle ID or press the **Y/✓** button.
The appropriate software loads and a vehicle ID confirmation screen displays.
4. Select **OK** or press the **Y/✓** button to continue.
The System Menu for the selected vehicle displays.

7.1.2 View Saved Data

Selecting the **View Saved Data** menu option opens a list of all the saved data (movie) files and screen images that are stored in memory. Saved files are listed in chronological order by the date and time that they were created with the most recent files are at the top of the list.



Figure 7-2 Saved data list

Saved files can either be opened directly on the diagnostic tool, or downloaded to a personal computer and opened using ShopStream Connect. See [Pausing and Reviewing Data Files](#), on page 32 and [Connect-to-PC](#), on page 64 for additional information.



NOTE:

A maximum of 50 files are displayed. To view all (if more than 50) files stored, use ShopStream Connect. See [Connect-to-PC](#), on page 64 for additional information.



To review a saved data file or image:

1. Select **Previous Vehicles and Data** from the Home screen.
2. Select **View Saved Data** from the menu.
3. Select a file to review from the list.

7.1.3 Viewing Codes and Code Scan Results

When code scan or single system code results are saved, they are saved in (.XML) file format (Figure 7-3).



Figure 7-3 Typical - Code Results (.XML) file

The saved (.XML) file(s) can be viewed using these methods:

- On the diagnostic tool - See [Viewing Code Results on the Diagnostic Tool](#), on page 61.

In Vehicle System Report format using:

- ALTUS - see [ALTUS \(ALTUSDRIVE.com\) - Cloud Sharing/Storage](#), on page 78
- ShopStream Connect - see [Printing the \(Code Scan\) Vehicle System Report](#), on page 106.



Viewing Code Results on the Diagnostic Tool

Selecting a system code or a code scan results file from your saved file list (Figure 7-3), opens the file onscreen. When opened, the (.XML) file displays basic vehicle information and a list of DTCs with a brief description of each.

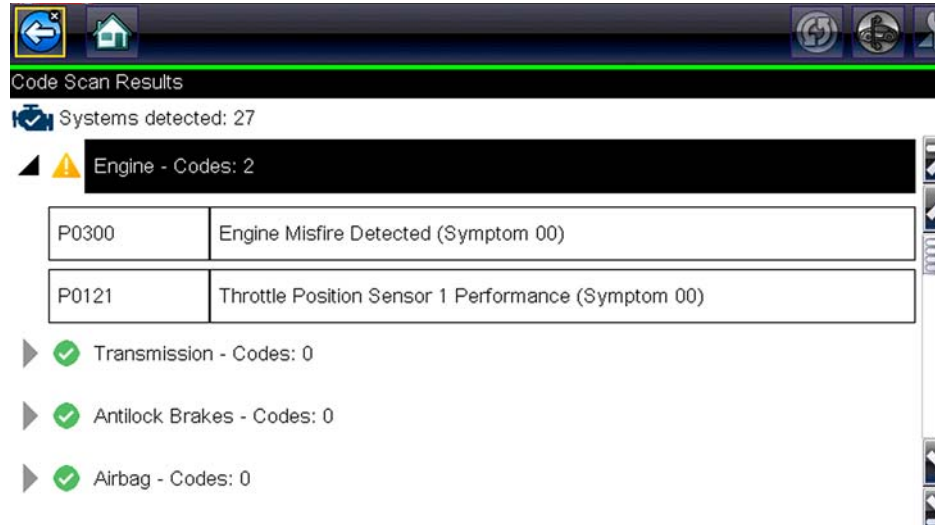


Figure 7-4 Typical - Code Scan Results (.XML file) viewed onscreen

7.1.4 Delete Saved Data

This menu option is used to permanently erase saved files from memory.



To delete a saved file:

1. Select **Previous Vehicles and Data** from the Home screen.
2. Select **Delete Saved Data** from the menu.

A list of saved files displays.



NOTE:

The Select All/Deselect All and Delete icons become available on the toolbar so that you can either delete individual files or clear the entire memory buffer all at once.

3. Select a file from the list and a confirmation message displays.
4. Select an option from the confirmation message:
 - **OK**—deletes the selected file and returns to the saved files list, which no longer includes the deleted file.
 - **Cancel**—returns to the saved files list without deleting the selected file.
5. Select **Back** on the toolbar to return to the Previous Vehicles and Data menu, select **Home** to return to the Home screen.

This chapter describes the basic operation of the Tools function.



The **Tools** icon is located on the Home screen. This function allows you to configure diagnostic tool settings to your preferences.

8.1 Tools Menu

The following options are available from the Tools menu:

- [Connect-to-PC](#)—use to transfer and share files with a personal computer (PC)
- [Configure Shortcut Button](#), on page 65—use to change the function of the shortcut button
- [System Information](#), on page 65—use to view configuration information for the diagnostic tool
- [Settings](#), on page 66—use to configure certain characteristics of the diagnostic tool

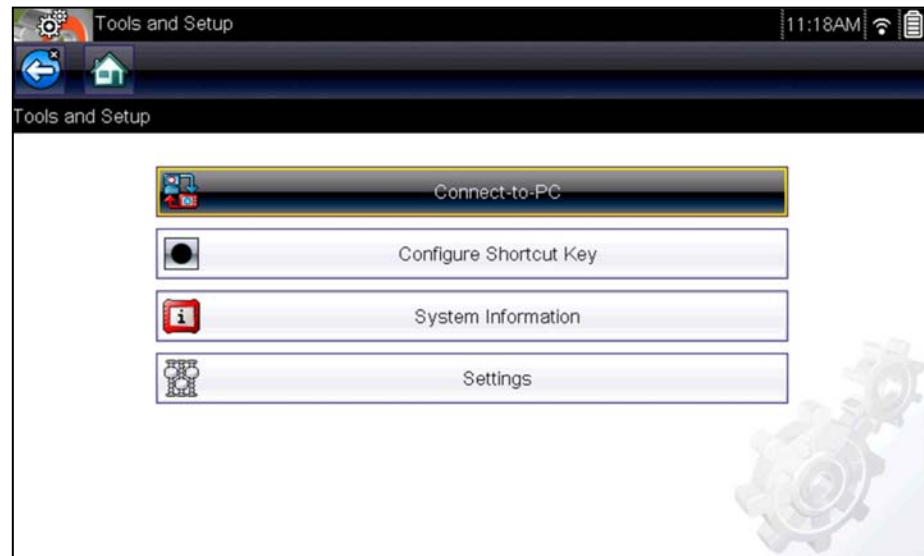


Figure 8-1 Tools menu

8.1.1 Connect-to-PC

Connect-to-PC allows you to transfer saved data files on your diagnostic tool to your personal computer using a USB cable.

The optional ShopStream Connect™ PC software allows you to view, print and save data files on your PC. In addition, you can download software updates from the PC to the diagnostic tool. These features provide an ideal way to manage saved data files. The ShopStream Connect application is available free online, see [ShopStream Connect](#), on page 102 for additional information.



To connect the diagnostic tool to a PC:

1. Connect the supplied USB cable to the diagnostic tool and then to the PC.
A USB cable, supplied with your diagnostic tool, is used to connect the diagnostic tool to the PC. When the diagnostic tool is connected to the PC a communications icon appears on the right edge of the title bar.
2. Select **Tools** from the Home screen.
3. Select **Connect-to-PC** from the Tools and Setup menu.

A screen message will display to confirm the tool is in Connect-to-PC-mode.

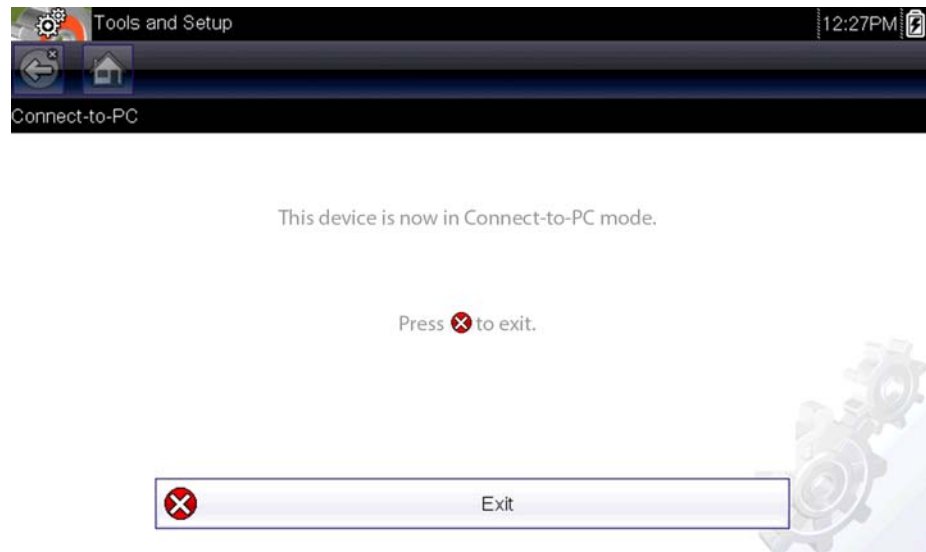


Figure 8-2

8.1.2 Configure Shortcut Button

This feature allows you to change the function of the **Shortcut** button. Options are:

- **Brightness**—opens the brightness setting screen.
- **Save Screen**—saves a bitmap image of the visible screen.
- **Save Movie**—writes PID data from buffer memory to a file for future playback.
- **Show Shortcut Menu**—opens the menu so you can quickly select from any of the functions.
- **Toggle Record/Pause**—programs the Shortcut button to work as the Pause and Play icons.



To assign a function to the Shortcut button:

1. Select **Tools** from the Home screen.
The Tools menu opens.
2. Select **Configure Shortcut button** from the menu.
3. Select a function from the menu.
4. Select the **Back** on the toolbar or press the **N/X** button to return to the options menu.

8.1.3 System Information

System Information allows you view patent information and system information such as the software version and serial number of your diagnostic tool.

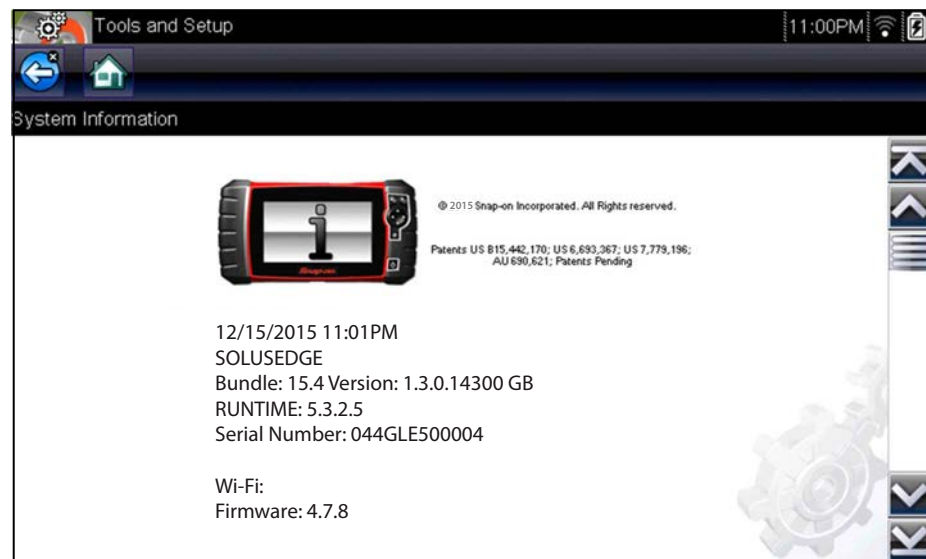


Figure 8-3 System information



To display the System information screen:

1. Select **Tools** from the Home screen to open the menu.
2. Select **System Information** from the menu.
The System Information screen displays.
3. Scroll as needed to view all of the data.
4. Select **Back** on the toolbar or press the **N/X** button to return to the options menu.

8.1.4 Settings

This Tools selection allows you to adjust certain basic diagnostic tool functions to your personal preferences. Selecting opens an additional menu that offers the following:

- System Settings - see [System Settings](#), on page 66
- Configure Wi-Fi - see [Wi-Fi Connection / Troubleshooting](#), on page 94
- Configure Scanner - see [Configuring Scanner](#), on page 72
- Configure Units - see [Configure Units](#), on page 73

System Settings

Selecting System Settings opens a menu with two options; Display and Date & Time. Either selection opens an additional menu.

Display options include:

- [Brightness](#), on page 67—adjusts the intensity of the screen back lighting.
- [Color Theme](#), on page 68—changes the background color of the screen display.
- [High Contrast Toolbar](#), on page 68—enhances toolbar graphics for poor lighting conditions.
- [Font Type](#), on page 69—switches between standard and bold text for better visibility.
- [Backlight Time](#), on page 69—adjusts how long the screen stays on with an idle diagnostic tool.
- [Touch Screen Calibration](#), on page 70—calibrates the touch screen display.

Date & Time options include:

- [Time Zone](#), on page 70—sets the internal clock to the local time standard.
- [Clock Settings](#), on page 71—sets the time on the internal clock.
- [Daylight Savings Time](#), on page 71—configures the clock for Daylight Savings Time.
- [Time Format](#), on page 72—switches the time displays between a 12 or 24 hour clock.
- [Date Format](#), on page 72—configures how the month, date, and year displays.

Brightness

Selecting this option opens the brightness setting screen for adjusting the back lighting of the display (Figure 8-4).

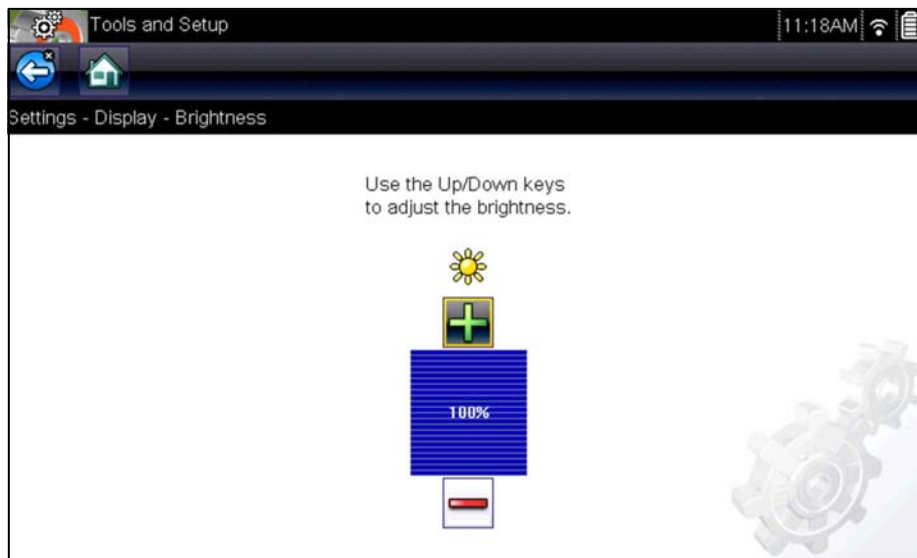


Figure 8-4 Brightness setting

Each push of the **Plus** and **Minus** icons, or the up (▲) and down (▼) arrows, incrementally changes the back lighting up or down respectively.

Select **Back** from the toolbar or press the **N/X** button to exit.

Color Theme

This option allows you to select between a white and black background for the screen. The black background can be beneficial when working under poor lighting conditions.

Selecting opens a menu with two choices: **Day Theme** (white background) and **Night Theme** (black background). Make a selection and a “please wait” message momentarily displays followed by the Home screen. The new toolbar setting is now active.

High Contrast Toolbar

This option allows you to switch to a high contrast toolbar. This toolbar features black and white icons with crisp graphics that are easier to see in poor lighting conditions or bright sunlight.



Figure 8-5 High-contrast toolbar

Selecting opens a menu with two choices; Color Toolbar and High Contrast Toolbar. Select and a “please wait” message displays followed by the Home screen. The new setting is now active.

Font Type

This option allows you to select between standard and bold faced type for the display screen. Bold type makes screen writing more legible under poor lighting or bright sunlight conditions.



Figure 8-6 Bold type on a black background

Selecting opens a menu with two choices: Normal Font and Bold Font. Select a menu item or scroll and then press the **Y/✓** button to make a selection. The change is instantaneous. Select the Back or Home icon on the toolbar to return to either the Settings menu or the Home screen.

Backlight Time

This option allows you to configure how long the screen backlight remains on when the diagnostic tool is inactive. The following choices are available:

- Always On
- 15 Seconds
- 30 Seconds
- 45 Seconds
- 60 Seconds

Select the menu item desired, or scroll and then press the **Y/✓** button to make a selection. Select **Back** or **Home** on the toolbar to return to either the Settings menu or the Home screen.

Touch Screen Calibration

Calibrating the touch screen maintains the accuracy of the touch-sensitive display.

IMPORTANT:

To avoid serious damage to the diagnostic tool, always complete the touch screen calibration sequence once it has begun. **Never turn off the diagnostic tool while a screen calibration is in process.**

**To calibrate the touch screen:**

1. Select **Tools** from the Home screen to open the menu.
2. Select **Settings** from the menu.
3. Select **Touch Calibration** from the menu.
The calibration screen opens ([Figure 8-7](#)).



Figure 8-7 *Touch screen calibration*

4. Select each box on the screen as it displays.
The display returns to the Settings menu once the screen calibration procedure is complete.

Time Zone

This option opens a menu of time zone settings. Scroll to highlight, then select the local time zone. The display returns to the Settings menu once a time zone is selected.

Clock Settings

This option opens a window for resetting the time on the real-time clock.



To set the clock:

1. Select **Tools** from the Home screen to open the menu.
2. Select **Settings** from the menu.
3. Select **Clock Settings** from the menu.

A warning message briefly displays followed by the Clock Settings screen ([Figure 8-8](#)).

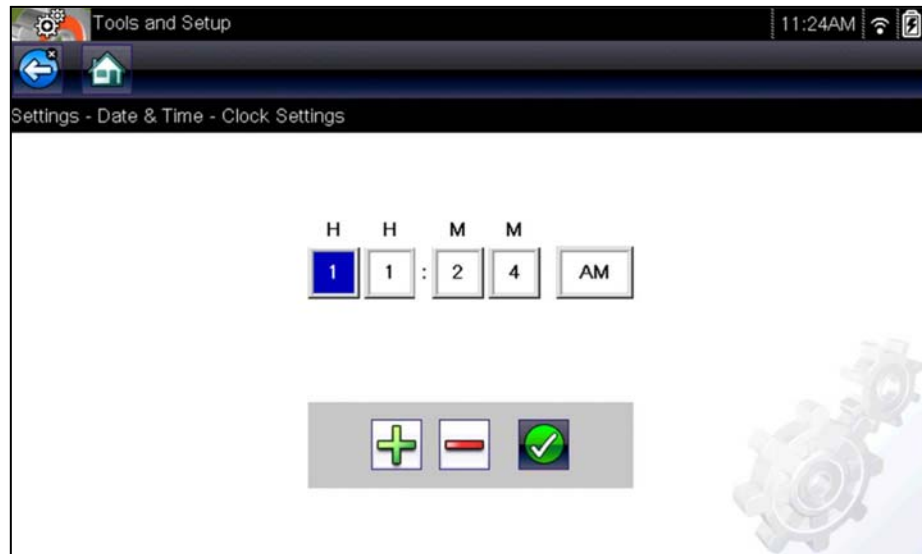


Figure 8-8 *Clock settings*

4. Select the **up (+)** icon on the screen or press the **up (▲)** button to incrementally increase the number in the highlighted field. Select the **down (-)** icon on the screen or press the **down (▼)** button to incrementally decrease the number.
5. Select the **check (✓)** icon on the screen or press the **Y/✓** button to move the highlight to the next field.
6. Repeat Step 4 and Step 5 until the correct time is displayed.
7. Select the **Back** icon on the toolbar or press the **N/X** button to close the Clock Settings window and return to the Settings menu.

Daylight Savings Time

This option opens a menu to configure the internal clock for Daylight Savings Time. Choose from:

- **ON**—sets the clock for Daylight Savings time.
- **OFF**—sets the clock for standard time.

Make either selection, then select the **Back** icon or press the **N/X** button to return to the menu.

Time Format

This option determines whether time is displayed on a 12 or 24 hour clock. Selecting opens a menu with two choices:

- **24 Hour Format**
- **12 Hour Format**

Make either selection, then select the **Back** icon or press the **N/X** button to return to the menu.

Date Format

This option allows you to select how date information is displayed. Select from:

- **(MM_DD_YYYY)**—Month, Day, Year
- **(DD_MM_YYYY)**—Day, Month, Year
- **(YYYY_MM_DD)**—Year, Month, Day

Make a selection, then select the **Back** icon or press the **N/X** button to return to the menu.

Configuring Scanner

This option allows you to change the scanner display to toggle scales on and off. Scales are the graduations and values that display on the horizontal axis at the base of the parameter graphs. The waveform fills the entire graph area with scales switched off.



Figure 8-9 Scales hidden

**To change hide/show scales:**

1. Select **Tools** from the Home screen.
2. Select **Settings** from the Tools and Setup menu.
3. Select **Configure Scanner** from the Settings menu.
4. Highlight either menu entry to make a selection:
 - **Show Graph Scale**—to switch the scales on.
 - **Hide Graph Scale**—to switch the scales off.
5. Select the **Back** icon or press the **N/X** button to return to the Settings menu.

Configure Units

Selecting opens a dialog box that allows you to choose between US customary or metric units of measure for temperature, vehicle speed, air pressure, and other pressures.



Figure 8-10 *Configure units menu*

**To change the units setup:**

1. Select **Tools** from the Home screen to open the menu.
2. Select **Configure Units** to open the menu.
3. Select an item from the Configure Units menu.
4. Select a setting from the listed choices.
5. Select **Back** on the toolbar or press the **N/X** button to return to the options menu.

This chapter describes basic cleaning and battery replacement procedures for your diagnostic tool.

9.1 Cleaning and Inspecting the Diagnostic Tool

Periodically perform the following tasks to keep your diagnostic tool in proper working order:

- Check the housing, cables and connectors for dirt and damage before and after each use.
- At the end of each work day, wipe the diagnostic tool housing, cables and connectors clean with a damp cloth.

IMPORTANT:

Do not use any abrasive cleansers or automotive chemicals on the unit.

9.1.1 Cleaning the Touch Screen

The touch screen can be cleaned with a soft cloth and a mild window cleaner.

IMPORTANT:

Do not use any abrasive cleansers or automotive chemicals on the touch screen.

9.2 Battery Pack Service

Follow all safety guidelines when handling the battery pack.

⚠ WARNING

Risk of electric shock.

- **Prior to recycling the battery pack, protect exposed terminals with heavy insulating tape to prevent shorting.**
- **Disconnect all test leads and turn diagnostic tools off before removing the battery pack.**
- **Do not attempt to disassemble the battery pack or remove any component projecting from or protecting the battery terminals.**
- **Do not expose the unit or battery pack to rain, snow, or wet conditions.**
- **Do not short circuit the battery terminals.**

Electric shock can cause injury.

⚠ WARNING

Risk of explosion.

- **Use the proper factory battery pack only, incorrect replacement or tampering with the battery pack may cause an explosion.**

Explosion can cause death or serious injury.

9.2.1 Battery Pack Safety Guidelines

IMPORTANT:

The battery pack contains no user serviceable components. Tampering with the battery pack terminals or housing will void the product warranty.

Keep the following in mind when using and handling the battery pack:

- Do not short circuit battery terminals.
 - Do not immerse the diagnostic tool or battery pack in water, or allow water to enter the unit or battery compartment.
 - Do not crush, disassemble, or tamper with the battery pack.
 - Do not heat the battery pack to over 100°C (212°F), or dispose of it in a fire.
 - Do not expose the battery pack to excessive physical shock or vibration.
 - Keep the battery pack out of reach of children.
 - Do not use a battery pack that appears to have suffered abuse or damage.
 - Store the battery pack in a cool, dry, well ventilated area.
-

**NOTE:**

The battery pack should be used within a short period of time (about 30 days) after charging to prevent loss of capacity due to self-discharging.

If long-term storage of the battery pack is necessary, it should be stored in a cool, dry, well ventilated place with a 30 to 75 percent state of charge to prevent loss of characteristics.

To prolong the life of your battery, power off the unit when not in use. The diagnostic tool has a built in charger that recharges the battery on demand whenever it is connected to a power source.

9.2.2 Replacing the Battery Pack

If the battery pack no longer holds a charge, contact your sales representative to order a new one.

IMPORTANT:

Replace the battery pack with original Snap-on replacement parts only.

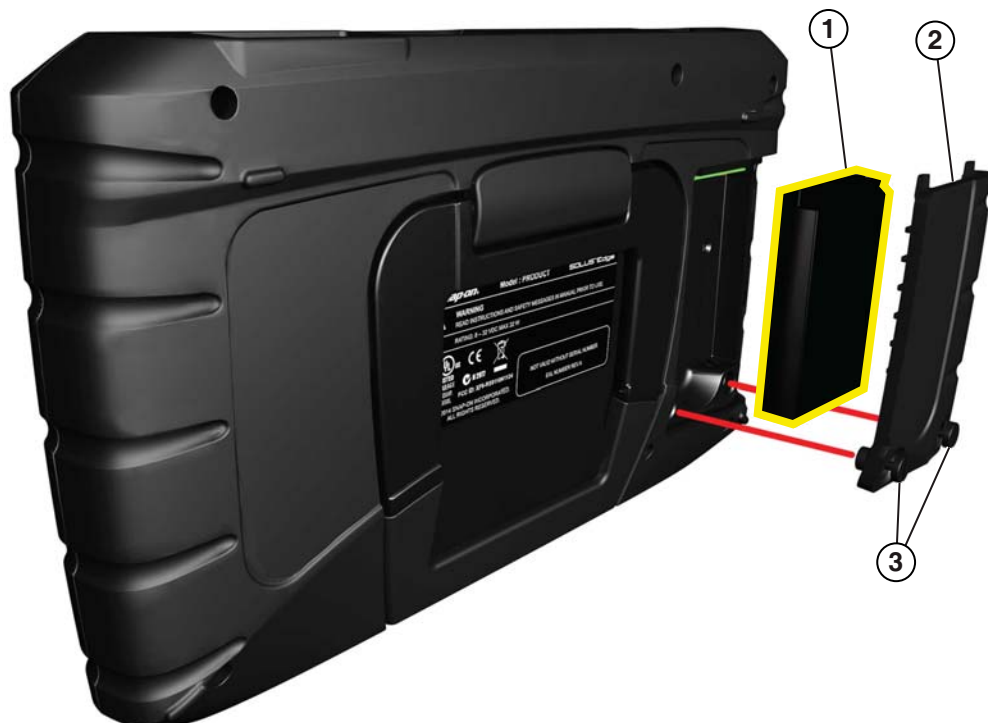
**To replace the battery pack:**

1. Loosen the two screws that retain the battery compartment cover.
2. Lift the lower edge of the battery compartment cover and slide it down slightly to clear the locating tabs and remove the cover.
3. Lift the lower edge of the battery and slide it down slightly to clear the locating tabs and remove the battery.

IMPORTANT:

During installation, do not overtighten the battery cover screws.

4. To install the new battery, reverse the removal procedures.



- 1— Battery
2— Battery Cover
3— Battery Cover Screws

Figure 9-1 Battery pack location

9.2.3 Disposing of the Battery Pack

Always dispose of the battery pack according to local regulations, which vary for different countries and regions. The battery pack, while non-hazardous waste, does contain recyclable materials. If shipping is required, ship the battery pack to a recycling facility in accordance with local, national, and international regulations. For additional information contact:

- United Kingdom—Electrical Waste Recycling Company at <http://www.electricalwaste.com>

Products bearing the WEEE logo (Figure 9-2) are subject to European Union regulations.



Figure 9-2 sample WEEE logo



NOTE:

Always dispose of materials according to local regulations.

Contact your sales representative for details.

ALTUS (ALTUSDRIVE.com) - Cloud Sharing/Storage

ALTUS is a mobile-friendly cloud-based application designed specifically for technicians to store, organize and share diagnostic information.

This built-in feature automatically transfers code scan reports from the diagnostic tool to ALTUS (ALTUSDRIVE.com).

Main Topic Links

- [Quick Reference \(print / download / share\)](#)
- [Registration - Getting Started](#)
- [Using ALTUS](#)
 - [ALTUS - New User Registration](#)
 - [ALTUS Setup Information Screen](#)
 - [Logging in to ALTUS \(registered user\)](#)
 - [Navigating ALTUS \(Toolbars\)](#)
 - [My Files](#)
 - [Search](#)
 - [Favorites](#)
 - [Profile](#)
 - [File Detail \(Tags\)](#)
 - [Sharing/E-mail an Individual Report \(Link icon\)](#)
 - [Logging Out of ALTUS](#)

10.1 Key Features

- Automatically transfer code scan reports to ALTUS.
- Access and manage your ALTUS account, using your mobile device or PC.
- Share/send report files via e-mail, or other mobile apps.
- Tag reports (attach a descriptive key-name) to help you organize and search report files.
- Use the Search function to quickly find files by Tag, Description and Title.

10.2 Important Notes

- To use ALTUS, registration and diagnostic tool Wi-Fi connection is required.
- The diagnostic tool only transfers code scan reports to ALTUS.
- ALTUS is continuously monitored for inappropriate content. Abuse (as determined by moderator) will result in account deactivation.

10.3 Registration - Getting Started

To use ALTUS:

- The diagnostic tool must be connected to a Wi-Fi network
- If you are a new user, you will need to create a new account, see [ALTUS - New User Registration](#).

10.3.1 ALTUS - New User Registration

If you are a new user, follow these steps to register and create a new account:



NOTE:

Account setup is only required one time.

1. Connect the diagnostic tool to a Wi-Fi network, see [Turning Wi-Fi On and Connecting to a Network](#), on page 95,.
2. Write down the Serial Number, PIN and Code that are displayed when the device connects to the Wi-Fi network ([Figure 10-1](#)), or leave the screen displayed. Registration information can also be found in the Tools menu, see [ALTUS Setup Information Screen](#), on page 80,.

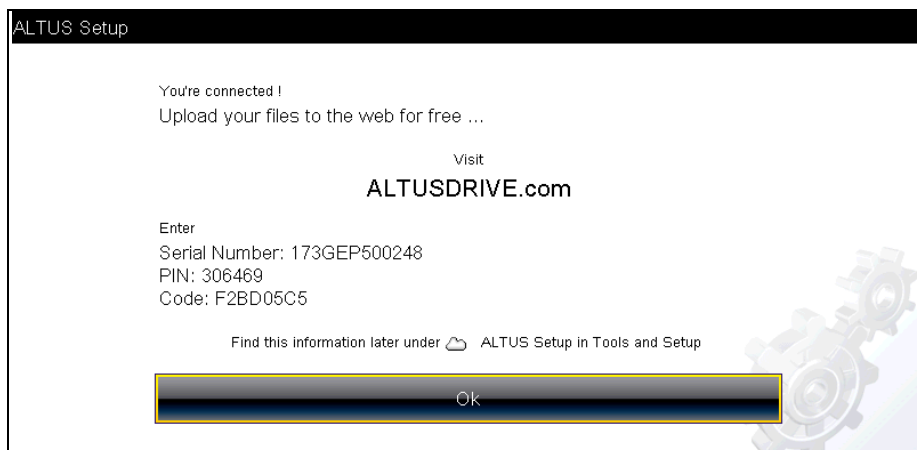


Figure 10-1



NOTE:

The PIN and Code numbers will change each time you view the ALTUS Setup screens ([Figure 10-1](#) and [Figure 10-2](#)). This is normal, any displayed set of PIN and Code numbers may be used to register on ALTUSDRIVE.com.

3. Using a mobile device or PC, visit <https://ALTUSDRIVE.com> and select **Create Individual Account** from the Login screen.
4. Enter the required information and create a **Username** and **Password**, then select **Create**.
5. At the "Success" confirmation screen, select **Done**.
6. Log in using your **Username** and **Password**.
7. Answer the security questions, then select **Submit**.
8. From Technician Profile Manager select the **Device Management** tab.
9. Select **Add Device**, then enter your **Serial Number**, **PIN**, **Code**, and **Device Name** and select **Save** when done.

10. Log out of Profile Manager, then select the **ALTUS Home Page** browser tab to get started.
11. Turn the diagnostic tool off, and then on.
12. See [Using ALTUS](#), on page 81,.

Your Diagnostic diagnostic tool is now registered to your ALTUS online account. Code scan reports will be automatically sent (only when connected to Wi-Fi) to your online account from the device.



NOTE:

If the device is not connected to a Wi-Fi network when the code scan is performed, the report will not be sent to your ALTUS account. Wi-Fi connection is required to upload the report to ALTUS.

10.3.2 ALTUS Setup Information Screen

From the Home screen, selecting **Tools > ALTUS Setup** ([Figure 10-2](#)) allows you view the diagnostic tool serial number, PIN and Code needed to register on ALTUSDRIVE.com.



NOTE:

The PIN and Code numbers will change each time you view the ALTUS Setup screens ([Figure 10-2](#) and [Figure 10-1](#)). This is normal, any displayed set of PIN and Code numbers may be used to register on ALTUSDRIVE.com.

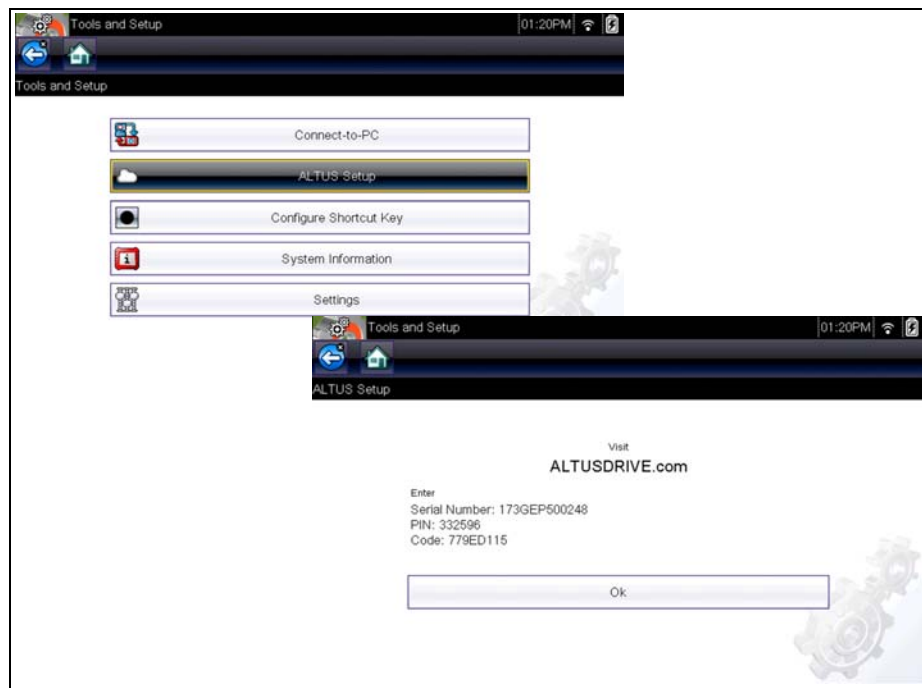


Figure 10-2

10.4 Using ALTUS

To use ALTUS:

- An ALTUS account is required, see [Registration - Getting Started](#), on page 79,.
- The diagnostic tool must be connected to a Wi-Fi network, see [Turning Wi-Fi On and Connecting to a Network](#), on page 95,.

10.4.1 Quick Reference (print / download / share)

- **Downloading Files** - Select the menu icon on the file card (upper right), then select **Download** from the menu options. See (callout #4) in [My Files](#), on page 83,.
- **Printing Files** - Select the menu icon on the file card (upper right), then select **Download** from the menu options (see callout #4 in [My Files](#), on page 83,) , once downloaded print the file from your device. Alternate Method - open the file in a new browser tab (see [File Detail \(Tags\)](#), on page 84,) and use the browser viewer tools to print the file. **Note:** *All browsers may not support this feature.*
- **Sharing Individual Files** - Select the link icon on the file card (lower center), then select **Copy to Clipboard** from the pop-up window. See [Sharing/E-mail an Individual Report \(Link icon\)](#), on page 86,.
- **Sharing the Entire Gallery of Files** - Select the menu icon from the upper toolbar (upper right), then select **Copy to Clipboard** from the pop-up window. See [Sharing all Reports \(Share My Gallery\)](#), on page 86,.

10.4.2 Logging in to ALTUS (registered user)

To log in to ALTUS:

1. Using your mobile device or PC visit ALTUSDRIVE.com.
2. Select the **Login** icon ([Figure 10-3](#)).

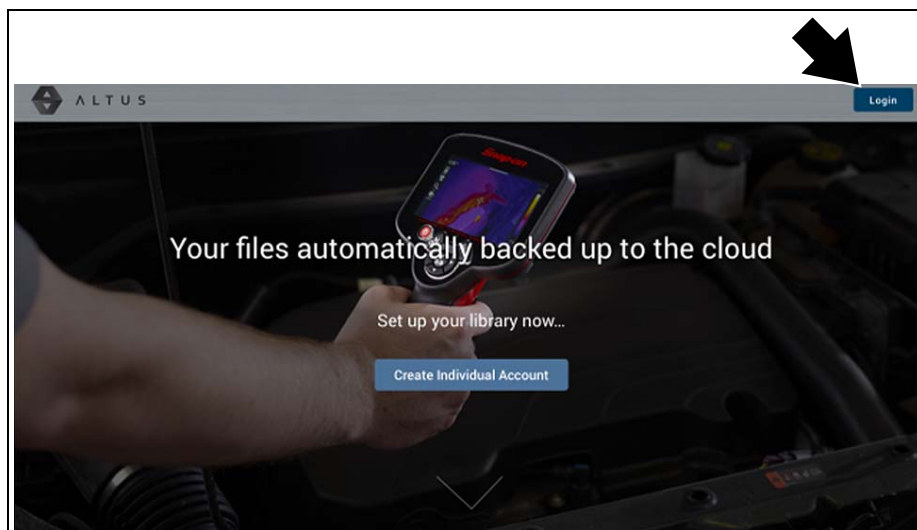


Figure 10-3

3. Log in using your **Username** and **Password** (Figure 10-4).

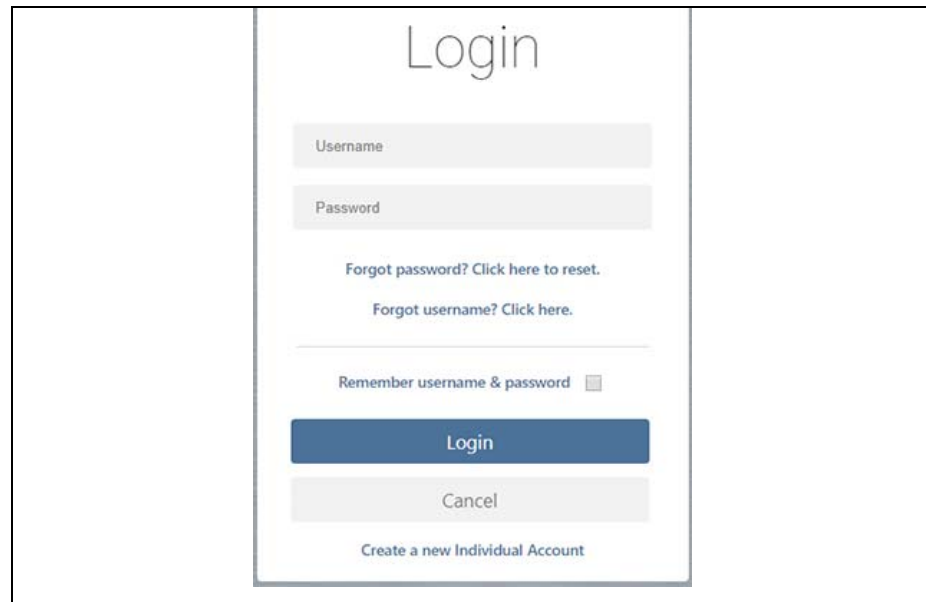
A login form titled "Login" with a white background and a thin border. It contains two input fields: "Username" and "Password". Below these are two links: "Forgot password? Click here to reset." and "Forgot username? Click here.". A "Remember username & password" checkbox is present. At the bottom, there are three buttons: a blue "Login" button, a grey "Cancel" button, and a link "Create a new Individual Account".

Figure 10-4

10.4.3 Navigating ALTUS (Toolbars)

The upper and lower toolbars are available from all screens.

The upper toolbar includes a menu icon (right side) (Figure 10-5). This menu allows you to share your entire gallery, see [Sharing all Reports \(Share My Gallery\)](#), on page 86,.



Figure 10-5

The lower toolbar (Figure 10-6) includes the following links:

- [My Files](#), see page 83
- [Search](#), see page 87
- [Favorites](#), see page 88
- [Profile](#), see page 89



Figure 10-6

10.4.4 My Files

My Files displays all the code scan reports uploaded from the diagnostic tool (Figure 10-7). Each report is displayed in a navigation card.

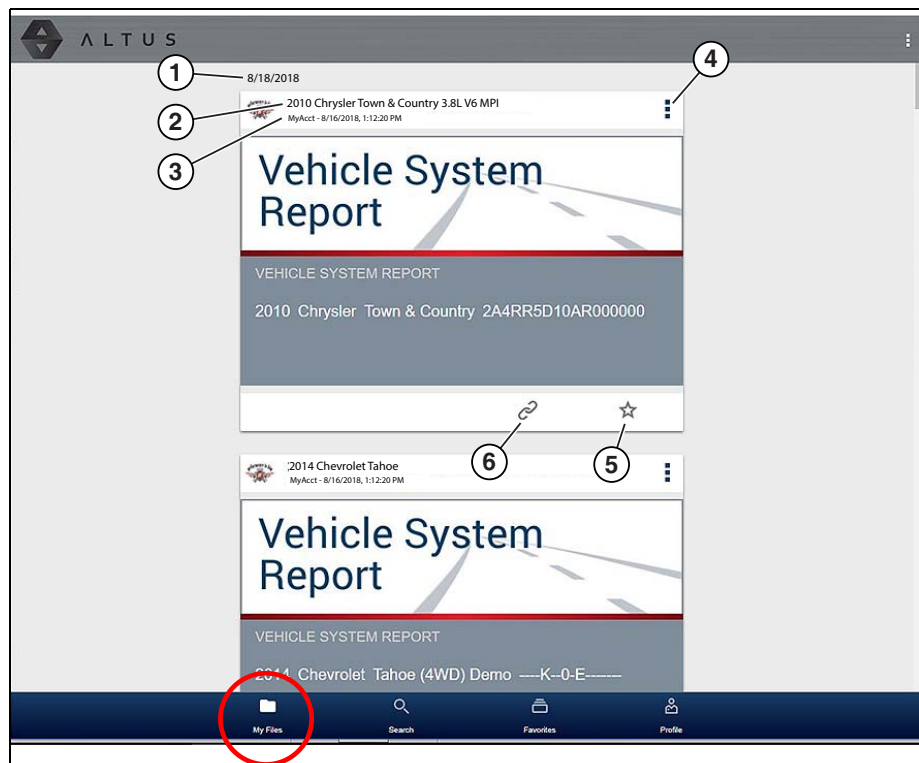



Figure 10-7

- 1— **Report Upload Date** - Reports are displayed with the most recent uploads at the top. The Report upload date is displayed at the upper left. The date is shown once at the top of the series of reports, scroll up / down to see all files within a specific date.
- 2— **Report File Name** - See [File Detail \(Tags\)](#), on page 84, for additional information.
- 3— **Your Account Username (and timestamp)** - See [Account](#), on page 90, for additional information. The timestamp indicates the date/time the file posted on **ALTUSDRIVE.com**
- 4— **Menu Icon - options:**
 - **Download** - Select to download the report to your device.
 - **Delete** - Select to delete the report from ALTUS.
- 5— **Favorites Icon** - See [Favorites](#), on page 88, for additional information.
- 6— **Link icon** - See [Sharing/E-mail an Individual Report \(Link icon\)](#), on page 86, for additional information.

Selecting a report opens the report File Details. The File Detail screen allows you to edit report file metadata.

File Detail (Tags)

As shown in Figure 10-8 selecting (touching) a report from My Files opens the report File Detail card. Selecting the report again opens that report in a new browser tab.

NOTE:  Opening the file in a separate browser tab may allow you to use the browser viewer tools to print or download the file. This feature may not be available in all browsers.

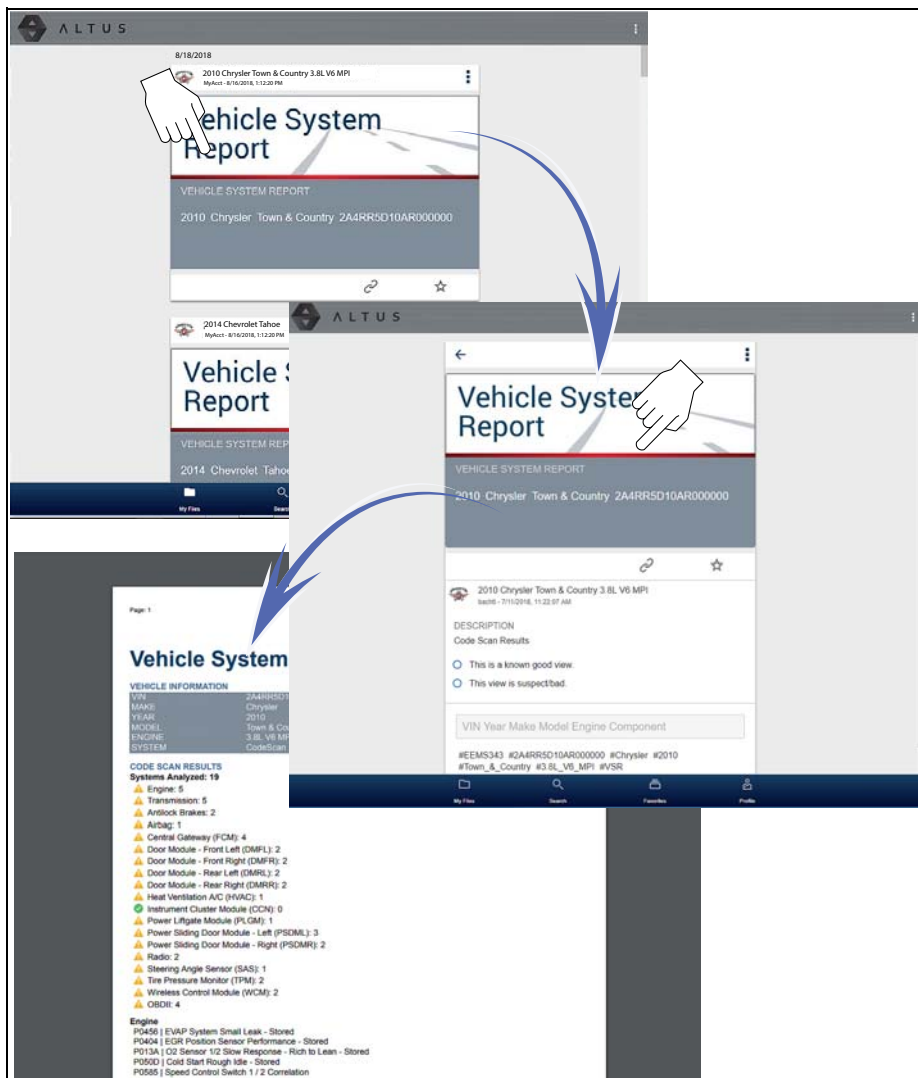


Figure 10-8

The following describes File Detail card features.

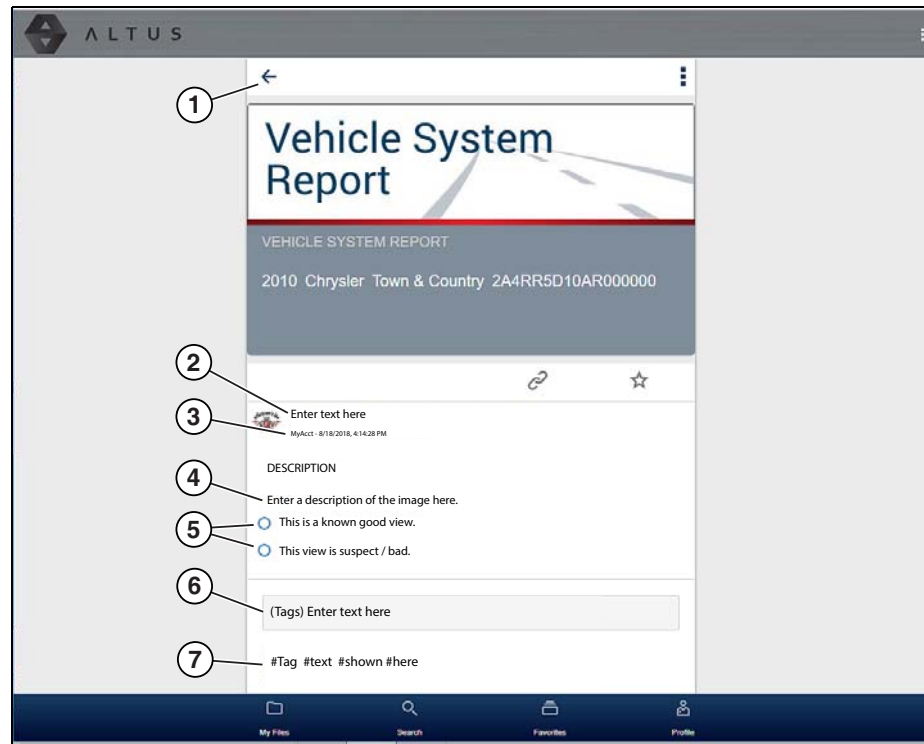


Figure 10-9

- 1— **Back Icon** - Returns to My Files
- 2— **Report Name (user entered searchable text)** - Select the report file name to open the editor. Enter text (alphanumeric) in the field as desired.
- 3— **Your Account Username (and timestamp)** - See [Account](#), on page 90, for additional information. The timestamp indicates the date/time the file posted on [ALTUSDRIVE.com](#)
- 4— **Description (user entered searchable text)** - Enter text (alphanumeric) in the description field as desired.
- 5— **Known Good / Bad Checkboxes (user defined and searchable)** - Selecting a checkbox automatically creates a tag (e.g. #good) and is displayed in the Active Tag(s) field.
- 6— **Tag (user entered searchable text)** - Enter text (alphanumeric) in this field as desired. Tagging a report allows you to associate (tag) descriptive text to a report. Tagging can be used to associate multiple reports with a common tag. The tag text then can be used when performing a search to find all reports with the same tag. Each text entry (word) that is separated by a space (return) is added as a tag, and is displayed in the Active Tag field.
- 7— **Active Tag(s)** - Displays the active tag(s). Tags can include the “good” or “bad” entry from the Known Good / Bad checkboxes, and text entered in the report Name, Description and Tag fields. Each entry is automatically preceded with the “#” symbol.

Sharing/E-mail an Individual Report (Link icon)

To share a report:

1. Select the **Link icon** (Figure 10-10) on the report card.



Figure 10-10

2. Select **Copy to Clipboard** (Figure 10-11) from the pop-up window.



Figure 10-11

3. Open your (e-mail, text, social media, etc.) app and paste the URL into a message to share with others.

The URL link that is sent only displays:

- The Report
- Report Name
- Your User Name
- Date Report was posted
- Report Description

Sharing all Reports (Share My Gallery)

To share your entire gallery (all files in My Files):

1. Select the **Menu** icon (Figure 10-12) from the upper toolbar.



Figure 10-12

2. Select **Share My Gallery**.
3. Select **Copy to Clipboard** (Figure 10-13) from the pop-up window.

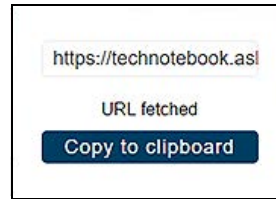


Figure 10-13

4. Open your (e-mail, text, social media, etc) app and paste the URL into a message to share with others.

The URL link that is sent only displays:

- The Reports
- Report Names
- Your User Name
- Date the Reports were posted
- Report Descriptions

10.4.5 Search

The Search screen allows you to perform text searches on all uploaded files and view the results.

To search for a specific file or set of files, enter a **search term** in the search box and select the **magnifying glass** icon (Figure 10-14) (or press Enter).

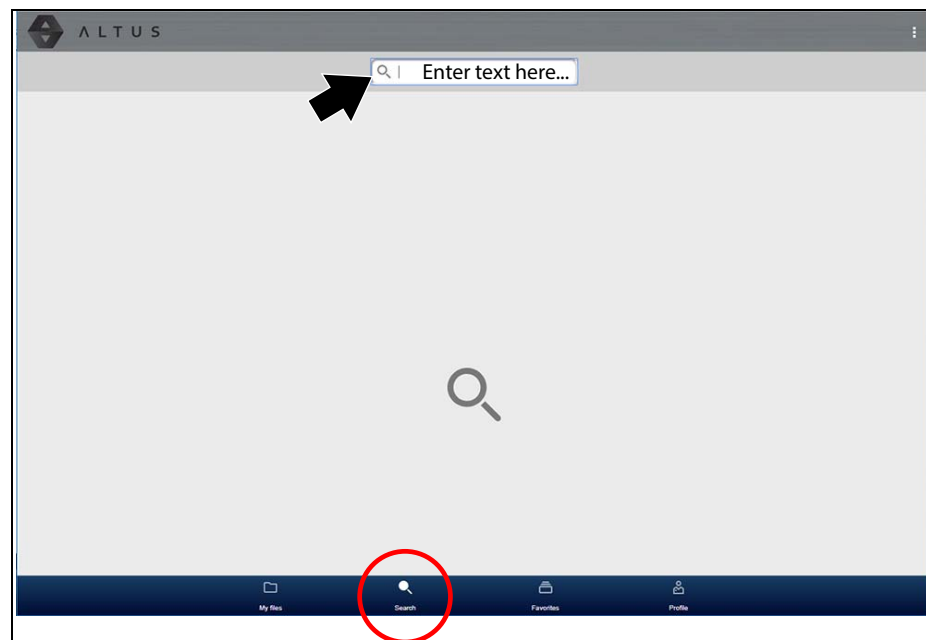


Figure 10-14

Search queries the following to find results:

- **Report File Name** - name can be either system assigned or user assigned

- **Known Good / Bad Checkboxes** - selecting a checkbox automatically creates a searchable tag (e.g. good or bad)
- **Description** - user entered text
- **Tag** - user entered text

See [File Detail \(Tags\)](#), on page 84, for additional information on the above “user entered” text.

10.4.6 Favorites

The Favorites screen displays all the reports selected as favorites ([Figure 10-15](#)).

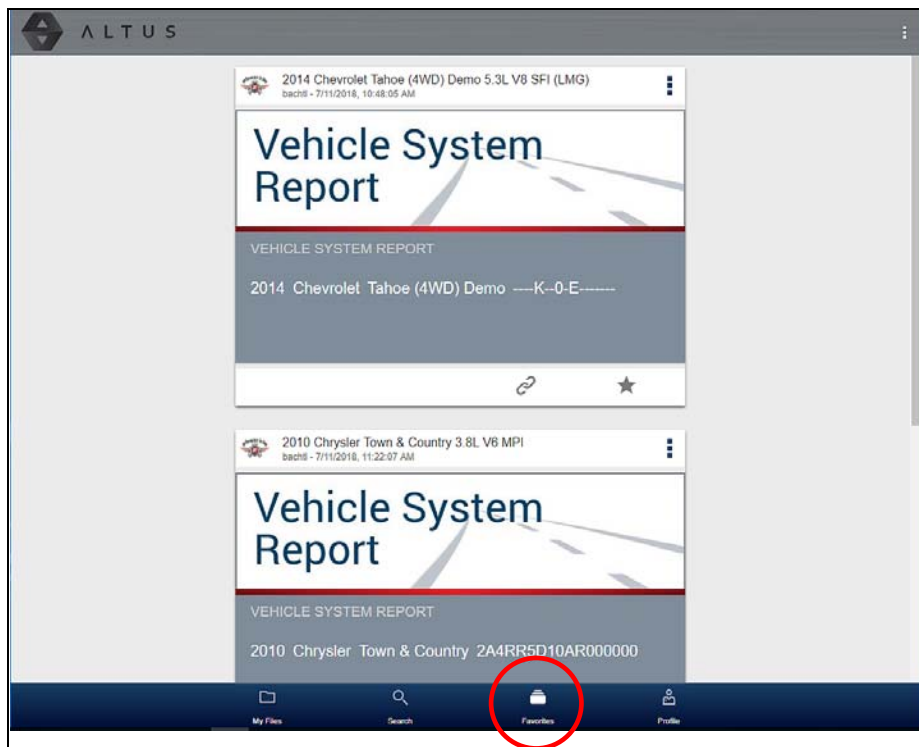


Figure 10-15

To set a file as a “Favorite”, select the **Favorite** icon (star symbol) to highlight the icon.

Description	Icon
Favorite (on)	
Favorite (off)	

The Favorites icon can be selected/deselected at anytime when displaying files.

10.4.7 Profile

The Profile screen allows you to:

- Open Profile Manager ([Figure 10-16](#)), see [Using Profile Manager](#), on page 89,
- Logout of ALTUS, see [Logging Out of ALTUS](#), on page 93,

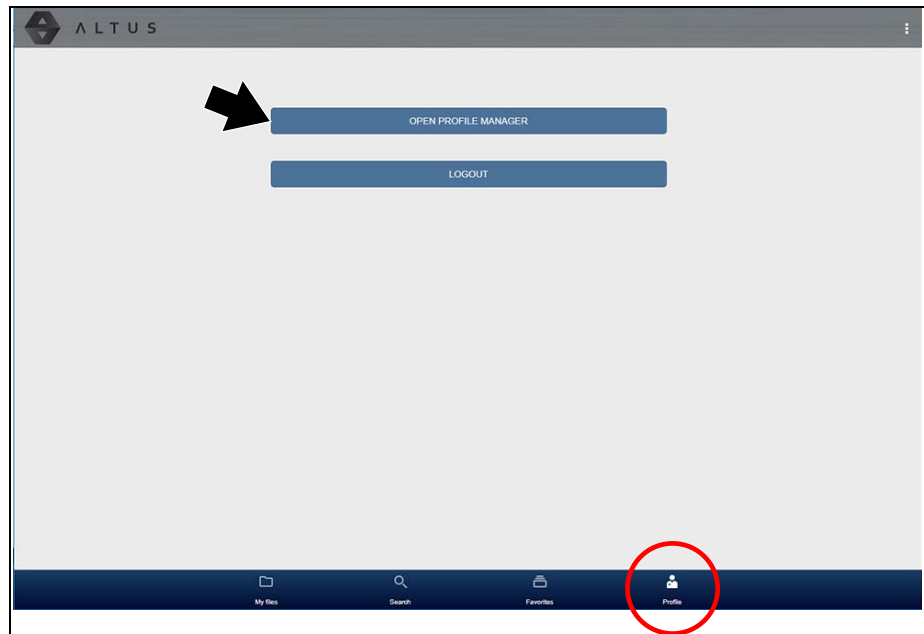


Figure 10-16

Using Profile Manager

1. To open the Profile Manager screen, select **Profile** from lower toolbar, then select **Open Profile Manager** ([Figure 10-16](#)).



NOTE:

Profile Manager opens a new browser tab. To return to ALTUS after logging out of Profile Manager, you must select the ALTUS Home Page browser tab.

2. Enter your **Username** and **Password** at the Login screen.

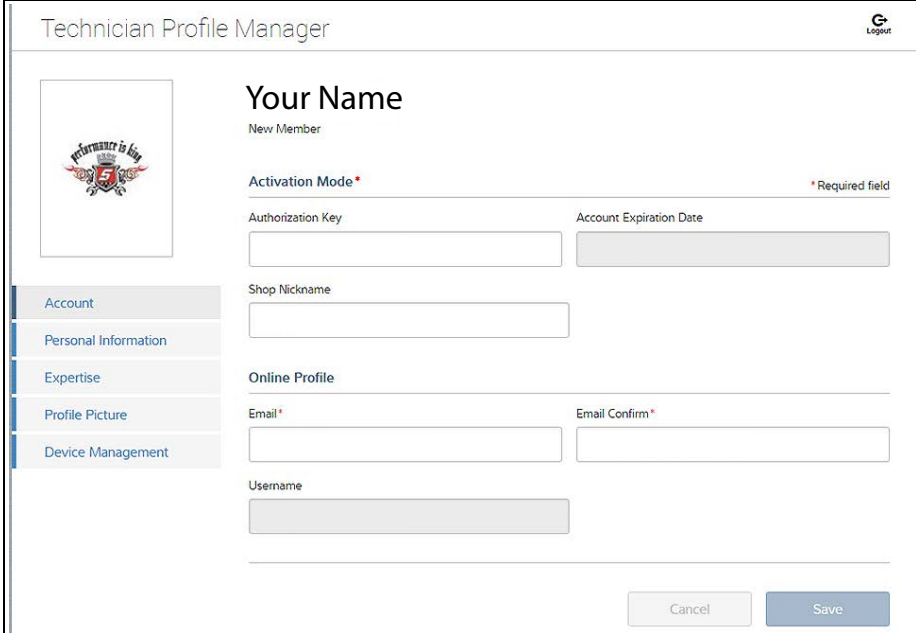
Profile Manager includes five tabbed categories to help you manage your account information:

- [Account](#), on page 90,
- [Personal Information](#), on page 91,
- [Expertise](#), on page 91,
- [Profile Picture](#), on page 91,
- [Device Management](#), on page 92,

Account

This screen manages the following account information (Figure 10-17):

- Authorization Key (not required for ALTUS account registration)
- Account Expiration Date
- Shop Nickname
- Email
- Username
- Password



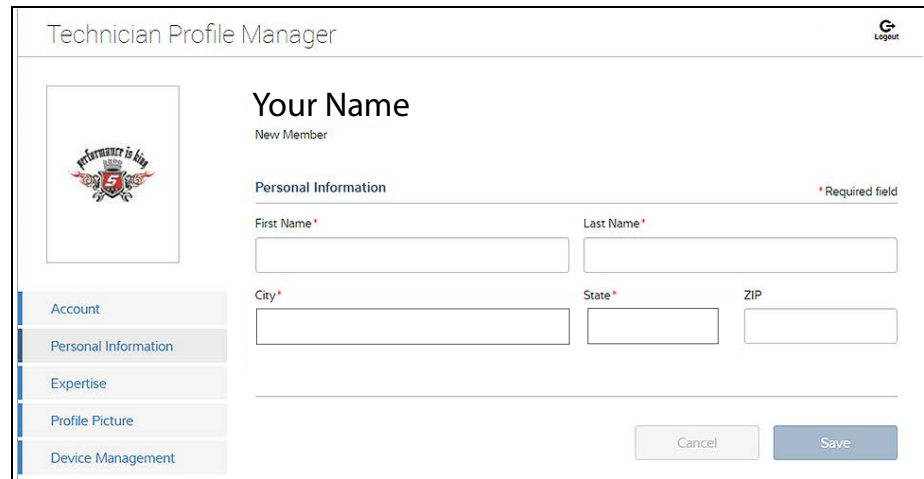
The screenshot displays the 'Technician Profile Manager' interface. On the left, a sidebar contains navigation links: 'Account', 'Personal Information', 'Expertise', 'Profile Picture', and 'Device Management'. The main content area is titled 'Your Name' and includes a profile picture placeholder with a logo that says 'Performance is King'. Below the name, it indicates 'New Member'. The form contains several fields: 'Activation Mode*' (marked as a required field), 'Authorization Key', 'Account Expiration Date', 'Shop Nickname', 'Online Profile' section with 'Email*' and 'Email Confirm*' fields, and a 'Username' field. At the bottom right, there are 'Cancel' and 'Save' buttons.

Figure 10-17

Personal Information

This screen manages the following personal account information (Figure 10-18):

- First Name
- Last Name
- City
- State
- Zip Code



The screenshot shows the 'Technician Profile Manager' interface. At the top left is the title 'Technician Profile Manager' and a 'Logout' button at the top right. Below the title is a profile picture placeholder with a logo that says 'Performance is his'. To the right of the placeholder is the text 'Your Name' and 'New Member'. Below this is the 'Personal Information' section, which is marked as a '* Required field'. The form contains five input fields: 'First Name *', 'Last Name *', 'City *', 'State *', and 'ZIP'. At the bottom right of the form are 'Cancel' and 'Save' buttons. On the left side of the form is a vertical navigation menu with the following items: 'Account', 'Personal Information' (which is highlighted), 'Expertise', 'Profile Picture', and 'Device Management'.

Figure 10-18

Expertise

This tab applies to North American users only.

Profile Picture

This screen allows you to personalize your profile picture, by selecting one of the provided images.

Device Management

This screen manages devices associated with your account (Figure 10-19).

Select **Add a Device** to setup and add an authorized device (e.g. Diagnostic Tool or Diagnostic Thermal Imager).

Enter the device:

- **Serial Number** - serial number of the device
- **Code** - authorization code specific to the device
- **PIN** - specific PIN associated to the device
- **Device Name** - user define name

When finished select **Save** to save and link the device to your account.

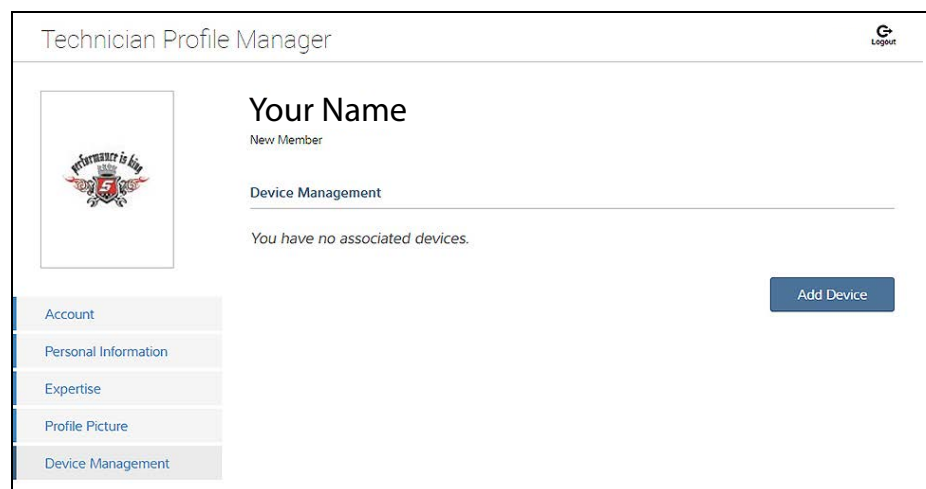


Figure 10-19

Logging Out of Profile Manager

Select the **logout** icon (upper right screen) to log out of Profile Manager (Figure 10-20).



Figure 10-20



NOTE:

Profile Manager opens a new browser tab. To return to ALTUS after logging out of Profile Manager, you must select the ALTUS Home Page browser tab.

Logging Out of ALTUS

To log out of ALTUS select **Profile** from lower toolbar, then select **Logout** (Figure 10-21).

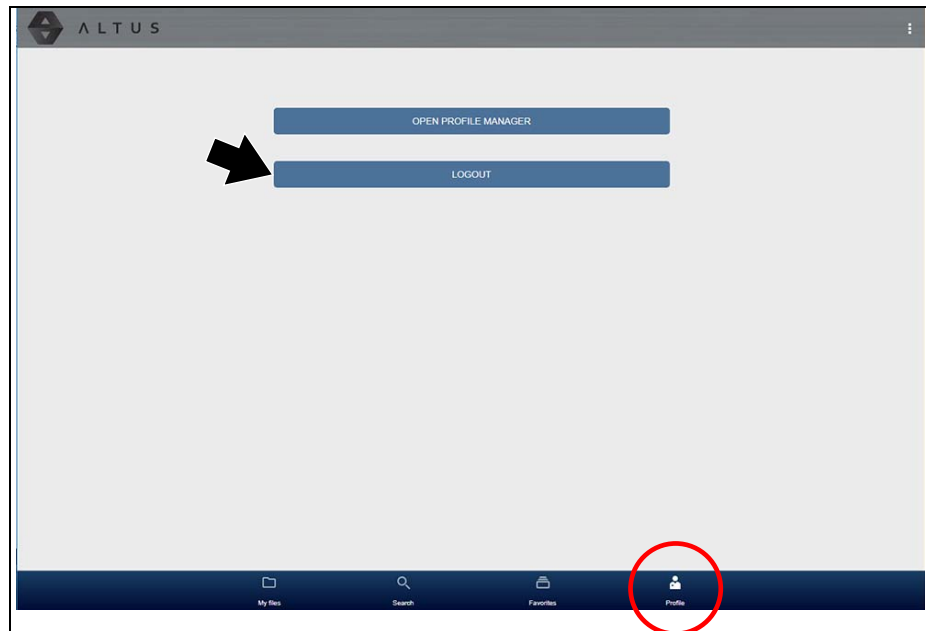


Figure 10-21

Wi-Fi Connection / Troubleshooting

The diagnostic tool is equipped with many features that require Wi-Fi connection.

The Wi-Fi connection is solely dedicated to our Snap-on Web Services Network.

To use features like SureTrack and ALTUS, a Wi-Fi connection is required. Authorization and registration is also required to use some of these features.

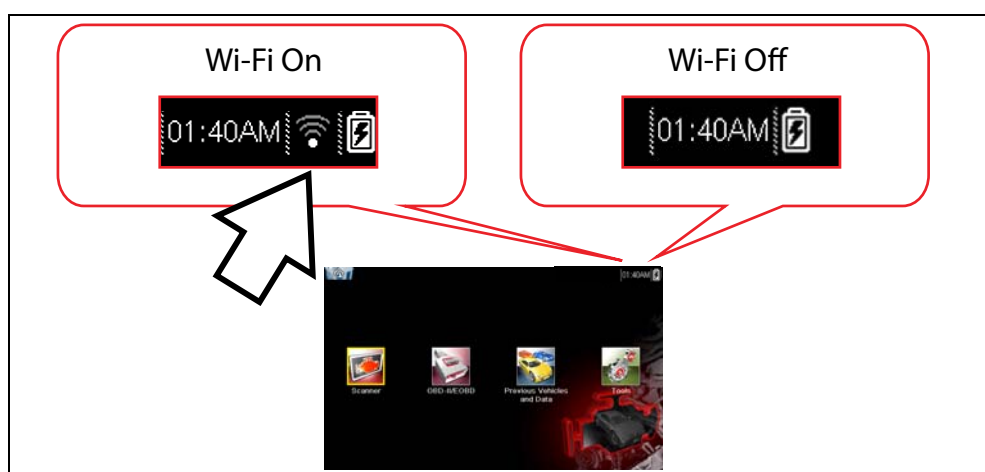
This section includes information on Wi-Fi connection and troubleshooting.

Main Topic Links

- [Checking if Wi-Fi is On/Off](#) page 94
- [Checking if Wi-Fi is Connected](#) page 95
- [Wi-Fi Icons \(Setup\)](#) page 95
- [Turning Wi-Fi On and Connecting to a Network](#) page 95
- [Add Network Advanced \(Connecting to a hidden network\)](#) page 97
- [Wi-Fi Testing](#) page 97
- [Wi-Fi Troubleshooting and Status Messages](#) page 99



11.1 Checking if Wi-Fi is On/Off

If the Wi-Fi indicator is displayed in the title bar, Wi-Fi is on. If Wi-Fi is off, see *Turning On Wi-Fi and Connecting to a Network* to turn it on and connect.








11.2 Checking if Wi-Fi is Connected

Check the Wi-Fi indicator in the title bar:

	Wi-Fi is on and connected to a network (1 to 3 bars).
	Wi-Fi is on, but not connected (zero bars). See Wi-Fi Troubleshooting and Status Messages , on page 99.

11.3 Wi-Fi Icons (Setup)

Familiarize yourself with the following Wi-Fi icons and indicators from the Wi-Fi configuration screen.

Wi-Fi Icon (toggle type)		Wi-Fi Test Icon	Wi-Fi Signal Strength Indicator	
				
Select to turn Wi-Fi ON	Select to turn Wi-Fi OFF	Select to open the Wi-Fi Test screen	Zero bars indicates no signal	Three bars indicate full strength signal
Displayed on Wi-Fi configuration screen only			Displayed on the title bar next to the battery level indicator	

11.4 Turning Wi-Fi On and Connecting to a Network

1. From the Home screen, select **Tools > Settings > Configure Wi-Fi**.
2. Select the **Wi-Fi** icon (with checkmark) ([Figure 11-1](#)) to turn Wi-Fi on.



Figure 11-1 *Wi-Fi Icon (shown off)*

3. The Wi-Fi icon will change to the Wi-Fi symbol with “x” mark ([Figure 11-2](#)), indicating Wi-Fi is on.

The screen will change to display available supported network connections.

4. Select your network. Use the scroll feature to show all active connections (Figure 11-2).

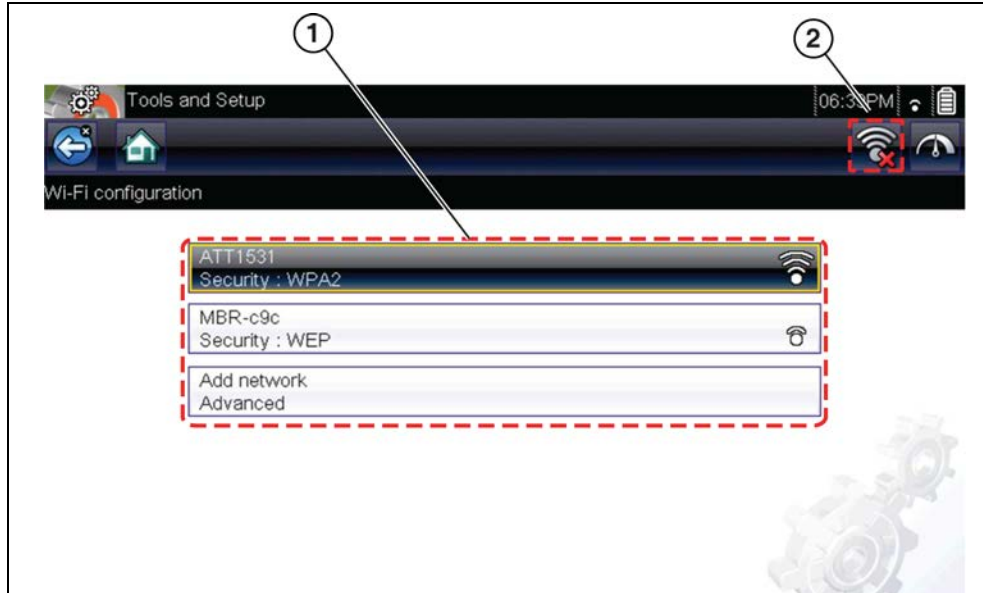


Figure 11-2 Wi-Fi Configuration Screen

1— Available Network Connections

2— Wi-Fi Icon (Wi-Fi shown on)



NOTE:

A password is required when choosing a secured (protected) network. Enter the password using the on-screen keyboard and then select the check mark on the keyboard to continue.

Networks with a proxy, challenge page, or that require the user to accept terms of usage are not supported.

Wi-Fi performance varies depending on your wireless network equipment and ISP.

5. Select **Connect** to connect to your desired network or **Cancel** to cancel the request.
6. From the Connect confirmation screen select **OK** to continue using this connection or **Forget** to disconnect this connection.
 - The screen will change to display your confirmed network connection and ALTUS registration information. For ALTUS registration information see [ALTUS \(ALTUSDRIVE.com\)](http://ALTUSDRIVE.com) - Cloud Sharing/Storage, on page 78.
 - If the status message “Not Connected” is displayed, retry the configuration process or see [Wi-Fi Testing on page 97](#) for additional information.

11.5 Add Network Advanced (Connecting to a hidden network)

The Add Network selection allows you to connect to a network that is not broadcasting its name (not visible in the displayed network list). These networks are also known as "hidden" networks.

To connect to a hidden network you will first need to know the following:

- Network Security Type
 - Open (only need SSID)
 - WPA or WPA2 (Pre-shared key)
 - WEP (WEP key)
- Network name or SSID (Service Set Identifier)
- Network Password



Connecting to a Hidden Wi-Fi Network

1. From the Home screen, navigate to **Tools > Settings > Configure Wi-Fi**.
2. Select **Add Network Advanced** from the network list (scroll to end of list).
3. Select security type Open, WPA, WPA2, or WEP. Refer to the router user manual or your IT administrator to determine the type.
4. Enter the network name or SSID
5. Enter the network password.
6. Select **Connect** at the prompt to connect to the network.
7. Select **OK** at the confirmation screen to continue using this connection, or Forget to disconnect this connection.

11.6 Wi-Fi Testing

If you are experiencing network connection issues, an automated testing feature is available to quickly test your network connection.



Testing Connections

1. Before you start the automated testing procedure, turn off the diagnostic tool and then turn it on. This clears previous testing messages from memory.
2. Connect to your desired network, see [Turning Wi-Fi On and Connecting to a Network on page 95](#).
3. From the Wi-Fi configuration screen, select the **Wi-Fi Test** icon to open the network connection test screen ([Figure 11-3](#)).



Figure 11-3 *Wi-Fi Test Icon*

The network connection test is an automated test that begins when the screen is displayed. Network connection systems are tested in sequence and display a status indicator (Red = test failed, Yellow = test is process, or Green = test completed satisfactorily) when finished (Figure 11-4).

Connectivity of the following systems are checked:

- **Hardware**
- **Router**
- **Internet**
- **HTTP**
- **Web Services Network**

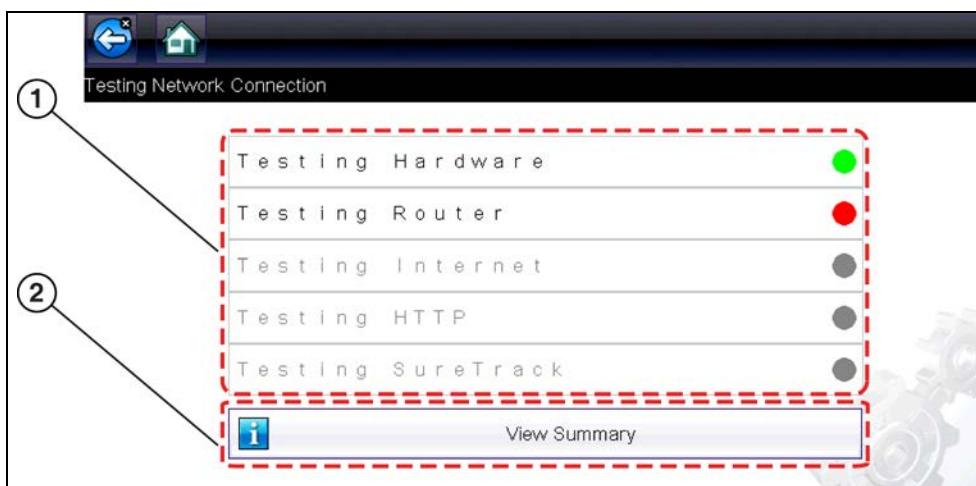


Figure 11-4 Connection Tests

- 1— Connection Tests
- 2— View Summary

4. If a connection issue(s) is present, select **View Summary** to review the results. The summary information is helpful if you are experiencing difficulties with your connection (Figure 11-5). Scroll through the summary information to review the test results for each system and Tip messages for the current connection issue. See *Connection Tests - Troubleshooting* chart in [Wi-Fi Troubleshooting and Status Messages on page 99](#) for additional information.

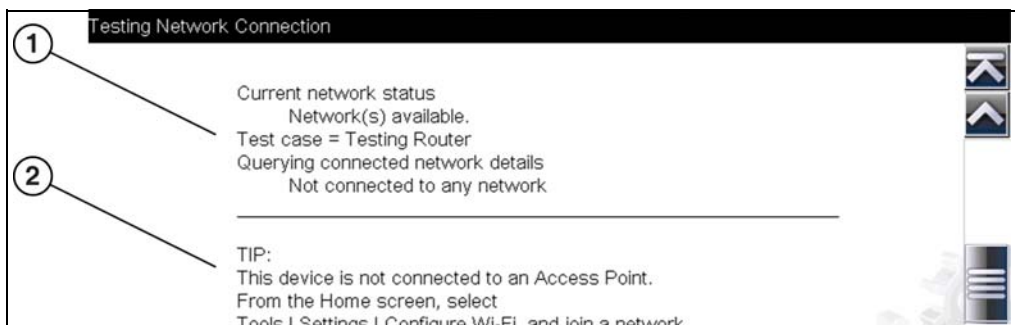


Figure 11-5 View Summary

- 1— Connection Test Results
- 2— Connection Issue Tip Message

11.7 Wi-Fi Troubleshooting and Status Messages

The following troubleshooting information is not inclusive and is meant as a guide only. Other issues and solutions may arise that are not stated here. The following description of terms are provided for reference as used in the following troubleshooting chart:

- **Router** - The data transmission device directly connected to your ISP.
- **Remote Wireless Access Point** - A wireless connection device between the router and your diagnostic tool.
- **Wi-Fi Radio** - The internal diagnostic tool radio transmitting and receiving Wi-Fi signals.
- **Network Connection** - Also called Wi-Fi connection. The configured Wi-Fi router connection the diagnostic tool connects to. This connection can be secured (password protected) or unsecured (open).

Router Information

Router compatibility and setup are important factors to check when trying to determine connectivity problems. Although we have tested this device at the factory to verify connectivity, we cannot guaranty its connectivity with your specific equipment. There may be some situations that require your time for router connection troubleshooting and/or additional consultation and equipment. Snap-on Incorporated is not responsible for any costs incurred for any additional equipment, labor or consultation charges or any other costs that may result from correcting non-connectivity issues with this device.

Check Router Settings

Verify the following router settings **BEFORE** you begin troubleshooting a non-connectivity or "No Connection" problem. After each check, make any corrections as necessary then retest for connectivity. **Contact your IT administrator or ISP for assistance.**

1. Check your router connection and if applicable, the remote wireless access point connection.
2. Clear saved Wi-Fi networks, see [Clearing Wi-Fi Networks](#), on page 99.
3. Verify:
 - (a). Router is configured to use Dynamic Host Configuration Protocol (DHCP), not a static IP address.
 - (b). Router and/or settings for this device are configured to 2.4GHz. 5GHz is not supported.
 - (c). Router is configured to B/G and/or N standard wireless networks to 2.4GHz. 5GHz is not supported. See your router "User Guide" for setup, connection and troubleshooting procedures.
4. Check for router firmware and update to current version, if applicable.
5. Restart or reset the router. See your router "User Guide" for procedures.
6. Connect to a different router.

Clearing Wi-Fi Networks

1. Select the Wi-Fi network that you are trying to connect to from the list of saved networks on the Wi-Fi configuration menu.
The Wi-Fi Summary page displays.
2. Select **FORGET**
The Wi-Fi Configuration menu displays.

3. Repeat steps (1) and (2) for ALL saved Wi-Fi networks.
4. Once all saved Wi-Fi networks have been deleted (forgotten) turn off the diagnostic tool.
5. Turn on the diagnostic tool and connect to the desired Wi-Fi network, see [Turning Wi-Fi On and Connecting to a Network](#), on page 95.

General -Troubleshooting		
Problem	Possible Cause	Corrective Action
Repair Information Applications (e.g. Intelligent Diagnostics, Oil Specs and Resets) are not available	Access has expired	Contact your sales representative.
	Access may be temporarily unavailable	Try to access the function at a later time as updates may be in process.
	Wi-Fi radio is turned Off	1. From the Home screen, navigate to Tools > Settings > Configure Wi-Fi . 2. Select the Wi-Fi icon and turn the Wi-Fi radio on. The Wi-Fi icon will change from a green check mark icon to red "X" mark icon indicating Wi-Fi radio is on. 3. Connect to a known good network.
	Not connecting to a network	1. Clear saved Wi-Fi networks, see Clearing Wi-Fi Networks , on page 99. 2. Connect to a network. 3. From the Configure Wi-Fi screen select the Wi-Fi Test icon and review the results. See Connection Tests - Troubleshooting in the following table.
Wi-Fi connection drops off or disconnects intermittently	Wi-Fi Signal strength insufficient	Check Wi-Fi signal strength - out of range or interference. Move closer (within 50 Ft. (15 M) or into a direct open sight-line of the router or if applicable, remote wireless access point. Eliminate interference from overhead lights, windows, walls, other wireless devices, metal objects and devices that emit electrostatic discharge.
	Router overloaded	Disconnect/disable other Wi-Fi devices connected to the router.

Connection Tests - Troubleshooting		
Failed Test	Possible Cause (Displayed Tip Message*)	Corrective Action / Checks
Hardware	Wi-Fi radio not responding and/or will not turn off	Contact Customer Support for assistance.
	Wi-Fi radio not responding and/or will not initialize	
	Missing or corrupt firmware file(s)	

Router	This device is not connected to a router	Check Wi-Fi signal strength - out of range or interference. Move closer (within 50 Ft. (15 M) or into a direct open sight-line of the router or if applicable, remote wireless access point. Eliminate interference from overhead lights, windows, walls, other wireless devices, metal objects and devices that emit electrostatic discharge.
		Check router connection and setup. See Check Router Settings , on page 99 for procedure.
Internet	This device is not connected to the Internet or has no DNS	Check router connection and setup. See Check Router Settings , on page 99 for procedure.
		Domain Name System (DNS) server not connected. Contact your Internet service provider (ISP).
HTTP	This device cannot communicate using HTTP	Check if your Internet access uses a "Proxy" or "Accepting terms in a browser" protocol, or uses a challenge page. These protocols are not supported by this device. Contact your IT administrator or ISP for options.
Web Services Network (e.g.access to Intelligent Diagnostics, Oil Specs and Resets)	Your access has expired	Contact your sales representative.
	Repair Information Services may be temporarily unavailable or Not connecting to a network	Try to access at a later time as Repair Information Services may be performing updates to the service.
		Check router connection and setup. See Check Router Settings , on page 99 for procedure.
* See Wi-Fi Testing , on page 97 for additional information.		

11.7.1 Informative Messages

Messages may be displayed to inform you of pending issues or general status. Depending on your access and connection status, the following are typical messages that may be displayed:

- **Content May Be Available!** - indicates content may be available, however you are not currently connected to the Web Services Network. This message may be caused by a Wi-Fi connection issue, or you do not have access to the feature. See [Wi-Fi Troubleshooting and Status Messages](#), on page 99 for Troubleshooting information.
- **No connection. Please try again later.** - indicates you are not currently connected to the Web Services Network, except when displayed in the OBD/EOBD function as Repair Information Applications are not accessible in OBD/EOBD mode. If this message is displayed in the Scanner function, it may be caused by a Wi-Fi connection issue, or you do not have access to the feature. See [Wi-Fi Troubleshooting and Status Messages](#), on page 99 for Troubleshooting information.
- **Loading content** - indicates information is being accessed from the Web Services Network.
- **A new diagnostic software upgrade is available. Contact your sales representative for details.**
- **Your access has expired. See your Sales representative to renew.** - indicates your access to the Web Services Network has expired and you should contact your sales representative.

This chapter includes a brief introduction to some of the key features of the ShopStream Connect software. For detailed ShopStream Connect information and instructions, download the ShopStream Connect User Manual from our website:

<https://www.snapon.com/diagnostics/uk/User-Manuals.htm>

The ShopStream Connect™ (SSC) software is PC-based software that extends the capabilities of your diagnostic tool. Using ShopStream Connect software with your diagnostic tool allows you to do the following:

- View, Print, and Manage data saved from your Diagnostic tool.
- Move and copy your data between the diagnostic tool and your PC.
- View and Print trouble codes saved with select diagnostic tools. This allows you to share the data in a report format with vehicle owners or other technicians.
- Add or edit notes and comments to diagnostic tool data files.
- Download and install diagnostic tool software updates and upgrades.

The ShopStream Connect (SSC) software is available (free of charge) at:

ShopStream Connect -

<https://www.snapon.com/diagnostics/UK/Diagnostics/ShopStreamConnect.htm>

12.1 Using SSC (Connecting to your PC)



To connect and use SSC with your diagnostic tool:

1. Download and install SSC on your PC from:
<https://www.snapon.com/diagnostics/UK/Diagnostics/ShopStreamConnect.htm>
2. Turn your diagnostic tool on.
3. Connect the supplied USB cable from the USB jack on your diagnostic tool to your PC:
4. From the diagnostic tool Home screen, select **Tools > Connect-to-PC**.

The “**Device is now in Connect-to-PC mode**” screen message is displayed (Figure 12-1) and the ShopStream Connect software will open automatically on your PC (Figure 12-2).

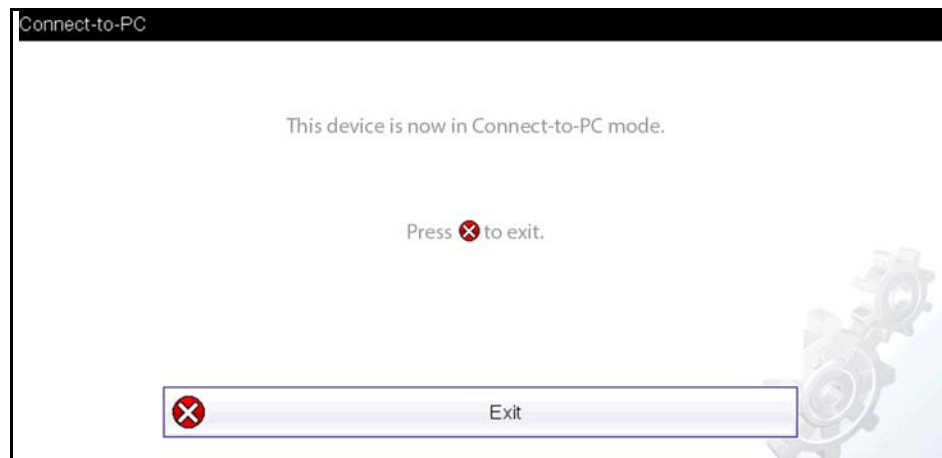


Figure 12-1

If the ShopStream Connect software does not open, open it from the Windows Start menu or use the ShopStream Connect shortcut icon on the Windows desktop (automatically created during installation).

12.2 SSC Main Screen

The ShopStream Connect software will open automatically when you connect the diagnostic tool to your PC USB connection, [Using SSC \(Connecting to your PC\)](#), on page 102,.

The following shows the main screen layout for ShopStream Connect software.

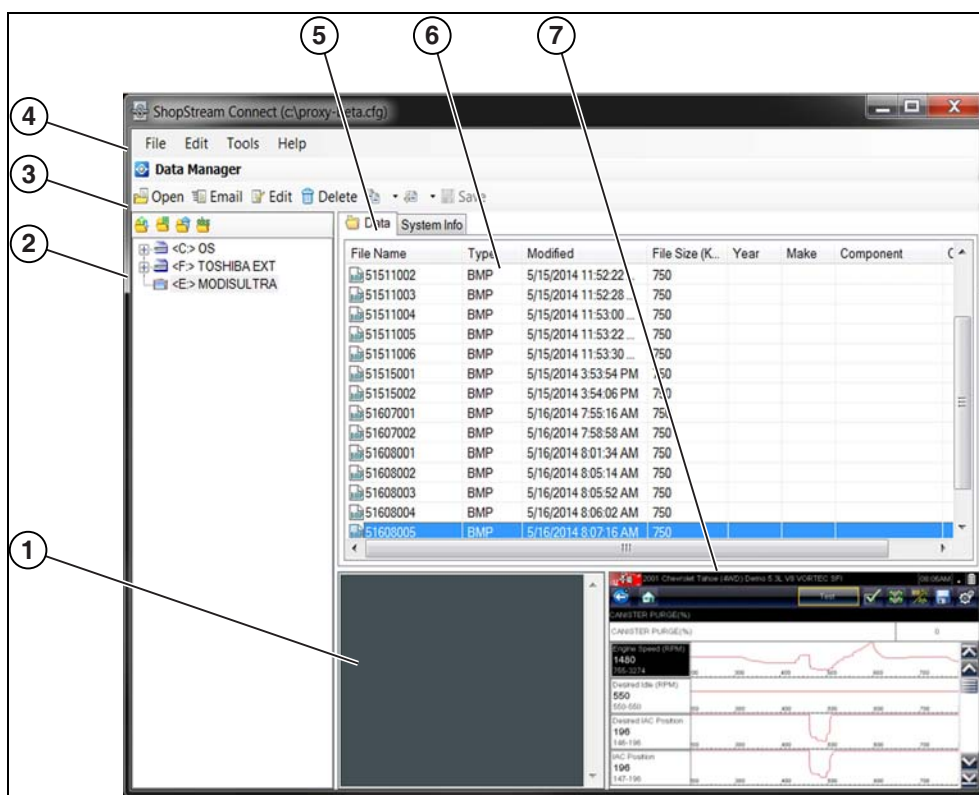


Figure 12-2

- 1— **Notes Window**—allows you add notes to select data files. Select Save from the menu bar to save your notes. *NOTE: Not all file types allow notes, the Notes window will be grayed out when a file type that does not support notes is highlighted. Some image files may display notes for reference purposes (the notes are grayed out and not editable).*
- 2— **File directory structure**—displays the file directory structure of your PC in standard Windows format, and shows any connected diagnostic tools at the bottom of the data list.
- 3— **Data Manager Toolbar**—provides control icons that perform a variety of operations on data files.
- 4— **Main Menu bar**—contains **File**, **Edit**, **Tools**, and **Help** menus.
- 5— **Tabs**—provides access to data files and presets stored on the diagnostic tool or on the PC, and also allows viewing of software revision details of the diagnostic tool.

- 6— **Main display**—shows stored data files details. *NOTE: The files listed are sortable (ascending/descending) by clicking on the column tab at the top (e.g. File Name, Type, etc.) Sort preferences are saved when the ShopStream Connect program is closed.*
- 7— **Preview**—displays a sample of the file if the selected file is a image file.

12.3 Scanner DataViewer

SSC allows you to view data files recorded with your diagnostic tool, on your PC. When a Scanner data file is selected, it opens and displays in the Scanner DataViewer (Figure 12-3). Scanner DataViewer allows you play the data file and custom configure the data in a number of ways.



- 1— Menu bar
- 2— Display toolbar
- 3— Graph display
- 4— Properties icon
- 5— Vertical Scroll bar
- 6— Zoom controls
- 7— Slider bar
- 8— Navigation toolbar
- 9— Parameter text list
- 10— Highlighted PIDs - indicates graphs currently displayed
- 11— Parameter configuration tabs

Figure 12-3

12.4 Image Viewer

SSC allows you to view and print .bmp, .jpg and .sps image files (screenshots) saved on your diagnostic tool, with your PC.

**NOTE:**

File extension types vary depending on the diagnostic tool. Not all the file extensions described here may be available on your diagnostic tool.



1— Exit - closes the Image Viewer
2— Print - prints the image

3— Print Preview - allows the image to be previewed before printing
4— Captured Screen Image

Figure 12-4

12.5 Printing the (Code Scan) Vehicle System Report

To print the Vehicle System Report, the saved code scan .XML file must be opened using ShopStream Connect.

To print the Vehicle System Report using ShopStream Connect:

1. Double-click the code scan .XML file from the file list to open the Vehicle System Report (Figure 12-5) in the Code Scan Viewer (Figure 12-6).

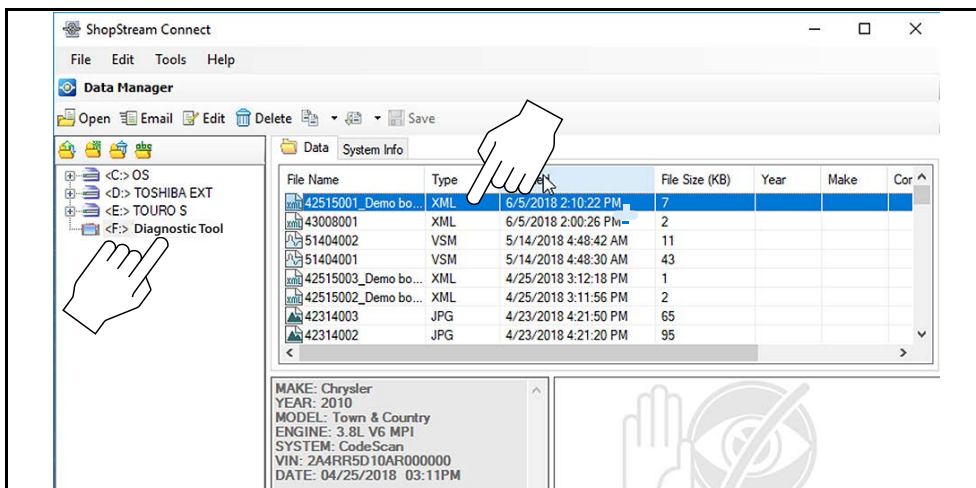


Figure 12-5

2. Select **Print** or **Print Preview** from the Code Scan Viewer menu to print or preview the Vehicle System Report (Figure 12-6).

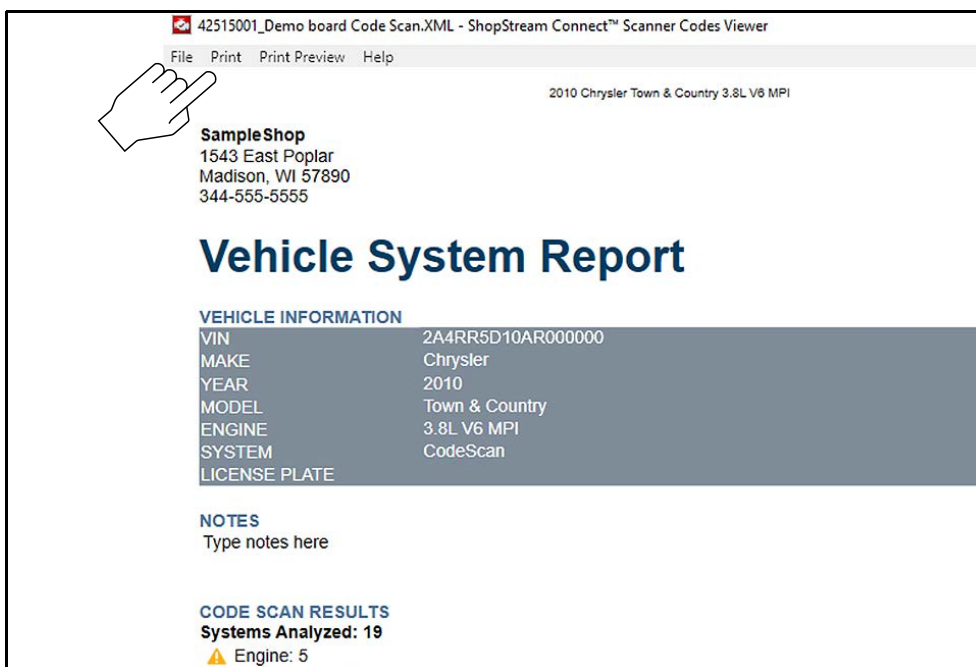


Figure 12-6

Selecting **Print** opens the Windows print dialog window (Figure 12-7). Select your printer from the list, then select **Print** to print the report.

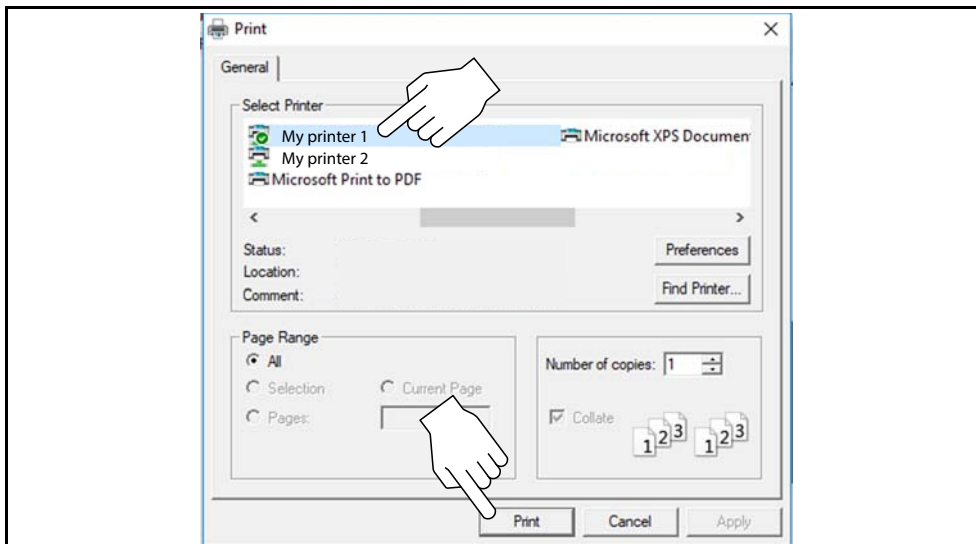


Figure 12-7

12.6 Customizing the (Code Scan) Vehicle System Report

Select fields of the Vehicle System Report can be edited, and you can also add notes to the report using ShopStream Connect.

To edit the Shop Information (header) of the Vehicle System Report:

1. From ShopStream Connect, select **Tools > Options > Edit Shop Info** (Figure 12-8).

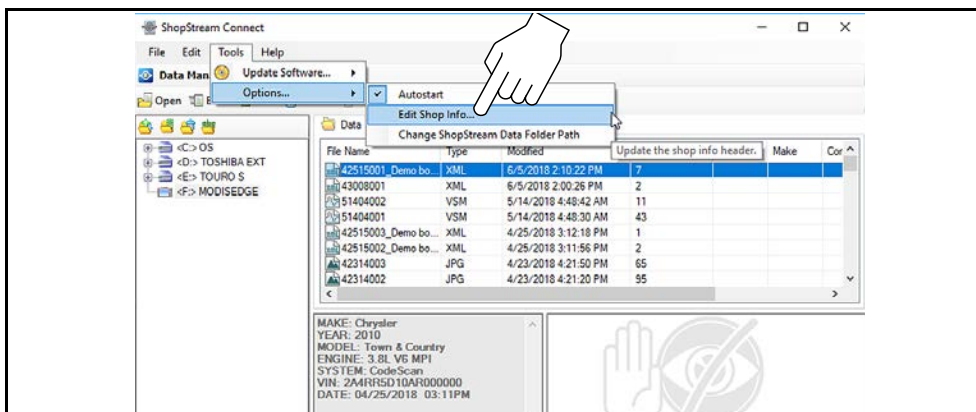


Figure 12-8

2. The **Shop Info** dialog box opens (Figure 12-9) allowing you to enter the name address, and phone number for your shop. This information is included as a header on the report.

Shop Name: SampleShop
Address 1: 1543 East Poplar
Address 2:
City: Madison
State/Province, County: WI
Zipcode: 57890
Phone 1: 344-555-5555
Phone 2:
Messages
Line 1:
Line 2:
Line 3:
Print Header Preview
6/6/2018 2:57 PM
SampleShop
1543 East Poplar
Madison WI 57890
344-555-5555

Figure 12-9

A preview panel at the bottom of the box shows how the information will appear on a print out (Figure 12-9).

3. Check the “**Use Shop Info in Printout Header**” box to show the Shop Info in the printout (Figure 12-9).
4. Check the “**Use timestamp in Vehicle System Report**” box to show the time the vehicle was scanned in the printout (Figure 12-9).
5. When you are finished editing, select **Save** (Figure 12-9) to save the information and close the dialog box.

To edit the VIN and License Plate fields, and/or add notes to the Vehicle System Report:

1. From ShopStream Connect, open the code scan .XML file to be edited (Figure 12-10).
2. Click in the editable fields as shown in (Figure 12-10) to change the values or add notes.
3. Check the “**Add the notes to the printed copy**” box to show the notes in the printout (Figure 12-10).

42515001_Demo board Code Scan.XML - ShopStream Connect™ Scanner Codes Viewer

File Print Print Preview Help

2010 Chrysler Town & Country 3.8L V8 MPI

SampleShop
1543 East Poplar
Madison, WI 57890
344-555-5555

Vehicle System Report

VEHICLE INFORMATION

VIN	[REDACTED]
MAKE	Chrysler
YEAR	2010
MODEL	Town & Country
ENGINE	3.8L V8 MPI
SYSTEM	CodeScan
LICENSE PLATE	[REDACTED]

NOTES

Add the notes to the printed copy

CODE SCAN RESULTS

System analyzed: 19

- ▲ Airbag: 5
- ▲ Airbag: 2
- ▲ Airbag: 1
- Central Gateway (FCM): 0
- ▲ Door Module - Front Left (DMFL): 2
- ▲ Door Module - Front Right (DMFR): 2
- ▲ Door Module - Rear Left (DMRL): 2
- ▲ Door Module - Rear Right (DMRR): 2
- ▲ Heat Ventilation A/C (HVAC): 1
- Instrument Cluster Module (CCN): 0
- ▲ Power Liftgate Module (PLGM): 1
- ▲ Power Sliding Door Module - Left (PSDML): 3
- ▲ Power Sliding Door Module - Right (PSDMR): 2
- ▲ Power Window: 1

Figure 12-10

12.7 Software Upgrades and Updates

Upgrade/Update Descriptions:

- **Software Upgrade** - a software upgrade is a new software version (contact your sales representative for purchase information).
- **Software Update** - a software update is a service release for installed software. These are available free of charge, and are provided as necessary to update installed software. When your diagnostic tool is connected to a PC using SSC, the SSC software will automatically check for updates, and if an update is available, it will provide installation instructions. Follow the screen prompts to accept, download and install the software.



NOTE:

To receive updates or upgrades, SSC software must be installed on your PC and have connection to the Internet.



Example - Updating diagnostic tool software:

1. Select **Tools > Update Software >** (diagnostic tool type - e.g. ETHOS Edge, MODIS Edge, SOLUS Edge, etc.) from the Menu bar (Figure 12-11).
The software checks the Snap-on web server for available updates.

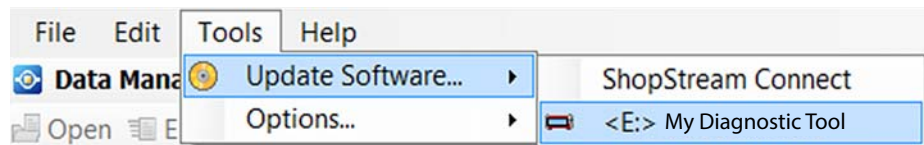


Figure 12-11

2. If service release updates are available, select **Next** to continue, then select **Download** and follow the on-screen instructions to complete the installation (Figure 12-12).

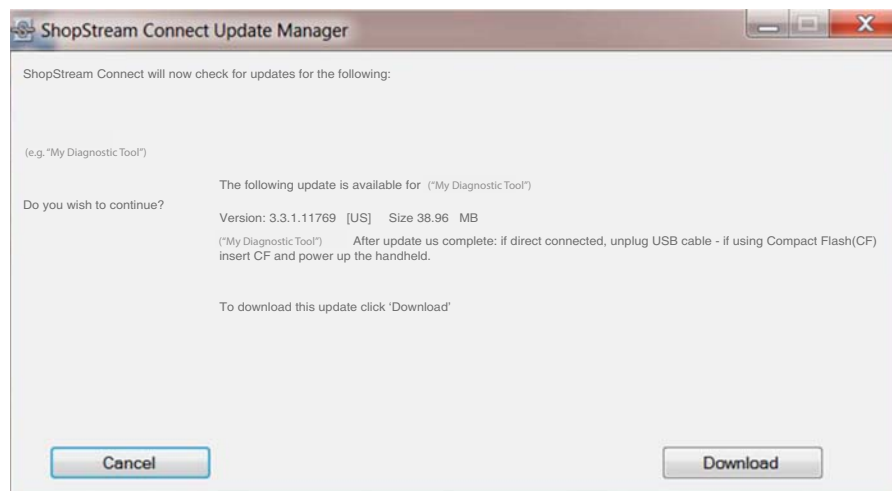


Figure 12-12

**NOTE:**

For additional information on ShopStream Connect software updates and upgrades, download the ShopStream Connect User Manual from our website:

<https://www.snapon.com/diagnostics/uk/User-Manuals.htm>

12.7.1 End User License Agreement

Before software installation at initial purchase, and before all subsequent software updates/upgrades installations End User License Agreement (EULA) acceptance is required.

IMPORTANT:

Use of Software is governed by the terms and conditions of the End User License Agreement. The diagnostic tool should not be initially operated until the End User License Agreement is read. Use of the device acknowledges your acceptance of the End User License Agreement. The Snap-on Incorporated Software End User License Agreement is available at:

<https://eula.snapon.com/diagnostics>

To Accept: at the screen prompt (Figure 12-13) click the checkbox on the left side of the window, and then select **Agree and Continue**. The software will be installed automatically.

Figure 12-13 below represents a typical EULA acceptance agreement screen.

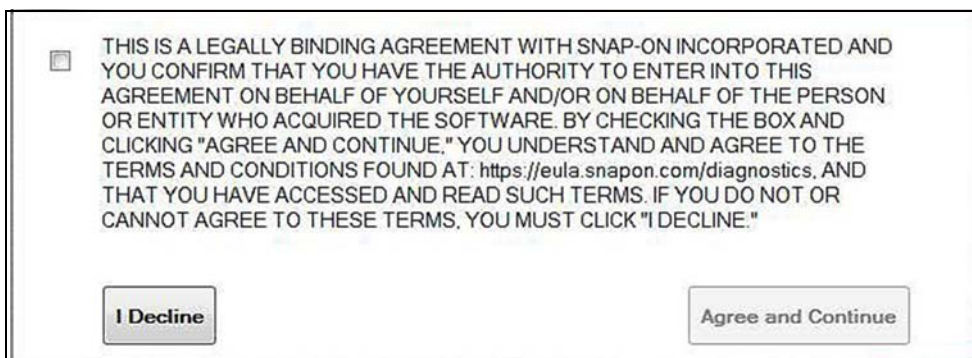


Figure 12-13 Typical EULA acceptance screen

To Decline: at the screen prompt (Figure 12-13) select **I Decline**. A confirmation message is displayed providing options to Go Back or Exit the software installation (Figure 12-14).

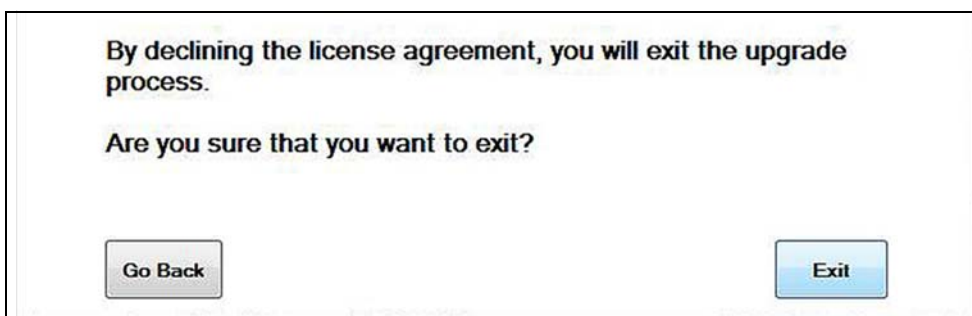


Figure 12-14 Typical EULA acceptance screen